
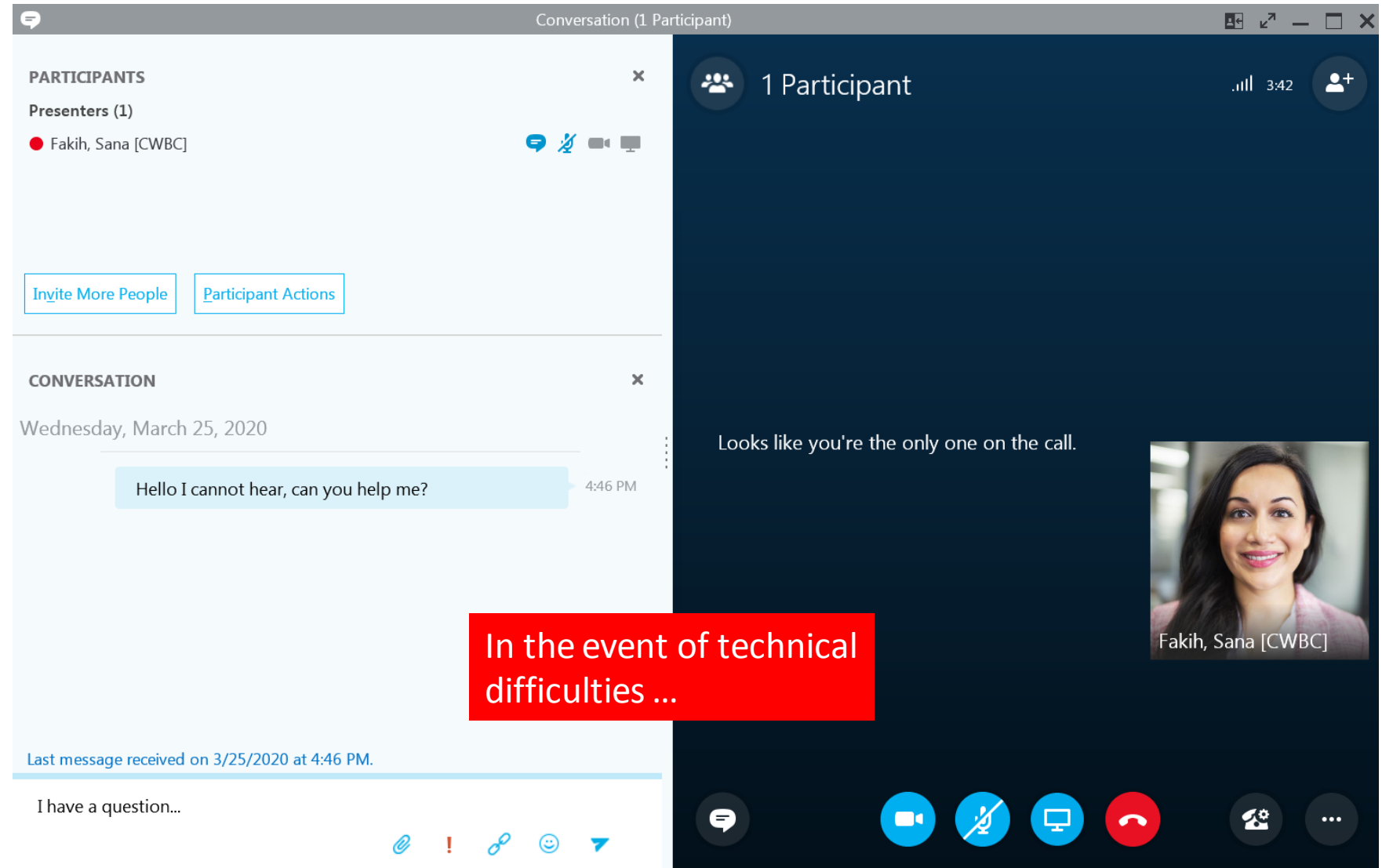


Quick Start guide for Virtual Health

May 13th, 2020

Technical Housekeeping

- Please keep yourself on **mute** to decrease any background noise
- To ask questions, **unmute** yourself or **type** in the chat box function.
- If you are **having technical issues**, let us know in the **chat box**, or **email the support trainer** (email provided before the session)
- If you need to leave the meeting click on 



The screenshot displays a Zoom meeting interface. On the left, a chat window titled 'Conversation (1 Participant)' is open. It shows a list of participants under 'PARTICIPANTS' with 'Presenters (1)' including 'Fakih, Sana [CWBC]'. Below this are buttons for 'Invite More People' and 'Participant Actions'. The 'CONVERSATION' section shows a message from 'Fakih, Sana [CWBC]' at 4:46 PM: 'Hello I cannot hear, can you help me?'. A red box with white text 'In the event of technical difficulties ...' is overlaid on the chat. The main video area on the right shows a single participant, 'Fakih, Sana [CWBC]', with the text 'Looks like you're the only one on the call.' above her video feed. The bottom of the interface shows a toolbar with icons for chat, video, mute, screen share, and other meeting controls.

Learning Objectives

Learners will understand:

1. The principles of virtual health.
2. Clinical requirements for conducting virtual health visits.
3. The impact of virtual health visits on patient and family experience.
4. How to differentiate between the different virtual health solutions.
5. How to set up, support or conduct a virtual health visit using Skype for Business and Zoom.
6. How to locate resources available to support virtual health visits for themselves, and for patients and families.

What is Virtual Health and Why Use It?

What is it?

- **Virtual health** refers to a patient centred model focused on connecting patients, families and providers, using technology to optimize wellness, specialty care and outcomes.
- **Examples and uses include:**
 - Virtual visits
 - Remote home monitoring
 - Clinical digital messaging
 - Technology used to reach children in remote communities
 - Provide urgent advice to front line clinicians

Why Use it?

- On-line easy access and support
- Peer networks within regions, Health Authorities, nationally and internationally.
- Patient centered care – meeting the patient where they feel comfortable
- For safety during public emergencies and it is important to use this modality during the COVID-19 pandemic

Virtual health is ANY non face to face communication with patients.



Current Virtual Health Solutions



1. Enable participants to talk see and hear each other
2. Provide instant messaging (IM)
3. Provide content sharing on desktops, such as documents and presentations.

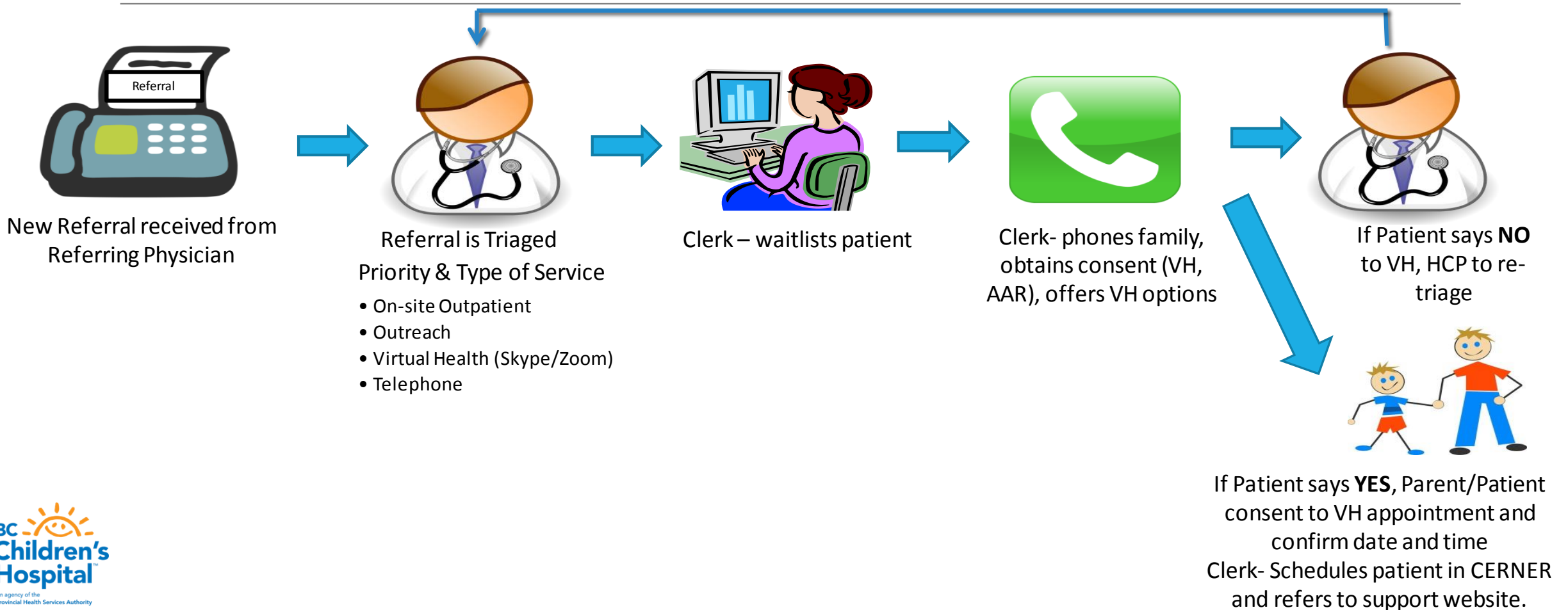
	ZOOM VIDEO/AUDIO VISIT CHAT	SKYPE for BUSINESS VIDEO/AUDIO VISIT CHAT
PROVIDER NEEDS		
Virtual Health Visit 1:1 or 1:many	✓	✓
Document sharing	✓	✓
Messaging	✓	✓
Remote monitoring	✗	✗
DEVICE COMPATIBILITY		
Mobile device (iOS/Android)	✓	✓
Desktop/ Laptop	✓	✓
PRIVACY AND SECURITY		
Privacy review	✓	✓
Security review	✓	✓
Patient consent required	✓	✓

Clinical Requirements for Virtual Health

Before the Virtual Appointment	During the Virtual Appointment	After the Virtual Appointment
1. Set the stage by securing a quiet and private space that allows for confidential conversations.	1. Ensure patient privacy of personal information, communications and consulting space are upheld. No recording. Respect the patient-provider relationship.	1. Report any patient safety events as per in-person clinical care guidelines.
2. Ensure good WIFI if not on PHSA wired Network.	2. Introduce yourself and other clinicians in the virtual event.	2. Document the virtual event as per your clinical requirements and documentation standards.
3. Test your Audio. Use a headset for excellent audio quality. Mute mic when not talking.	3. Confirm identity of the patient, caregiver (s) and others in the room. Do not admit participants that are not relevant to the virtual event.	
4. Take time to make sure your video image is centered, with good lighting and no distractions in the background.	4. Obtain informed consent to proceed with appointment and delivery of virtual care, following your organizational guidelines and professional standards.	
5. Ensure materials that you need for the visit are ready to share e.g. PDF's, PowerChart results.	5. Ensure that patient is in a private space and on private WIFI as established in the Virtual Health Agreement.	

Scheduling a Virtual Health Appointment

HCP- Healthcare Provider
AAR- Automatic Appointment Reminder
VH- Virtual Health



Introducing Virtual Health to Patient & Family

1. Your clinical operational leads have created standardized processes and a toolkit for you to follow.
2. There are scripts and email templates to follow when introducing virtual health to patients and caregivers.
3. Your clinic/ program will determine if alternate virtual health solutions are necessary.
4. There are patient and family resources available to support their participation in virtual health visits. See BC Children and Women's Hospital websites.

Virtual Health Equipment

- There is IMITS approved equipment for virtual health.
- This approved equipment will be delivered to you.
- In the meantime, please use a personal headset with microphone.
- We would suggest using the headset from your smartphone – it has both the earbuds and also a microphone incorporated.
- The headset needs to have a 3.5mm jack plug to use on your desktop/laptop.





Skype



Skype
for Business

Skype for Business: Basic or Standard Account?

- All BC Children's & Women's staff were given a Skype for Business BASIC account when Skype for Business was downloaded on our computers.
- The BASIC account permits the user to join the Skype for Business event.



→ Join Skype Meeting

Trouble Joining? [Try Skype Web App](#)

Join by phone

[\[PHSA\] 604-675-4199](#) (PHSA)

English (United States)

[Find a local number](#)

Conference ID: 3243794

[Forgot your dial-in PIN?](#) | [Help](#)

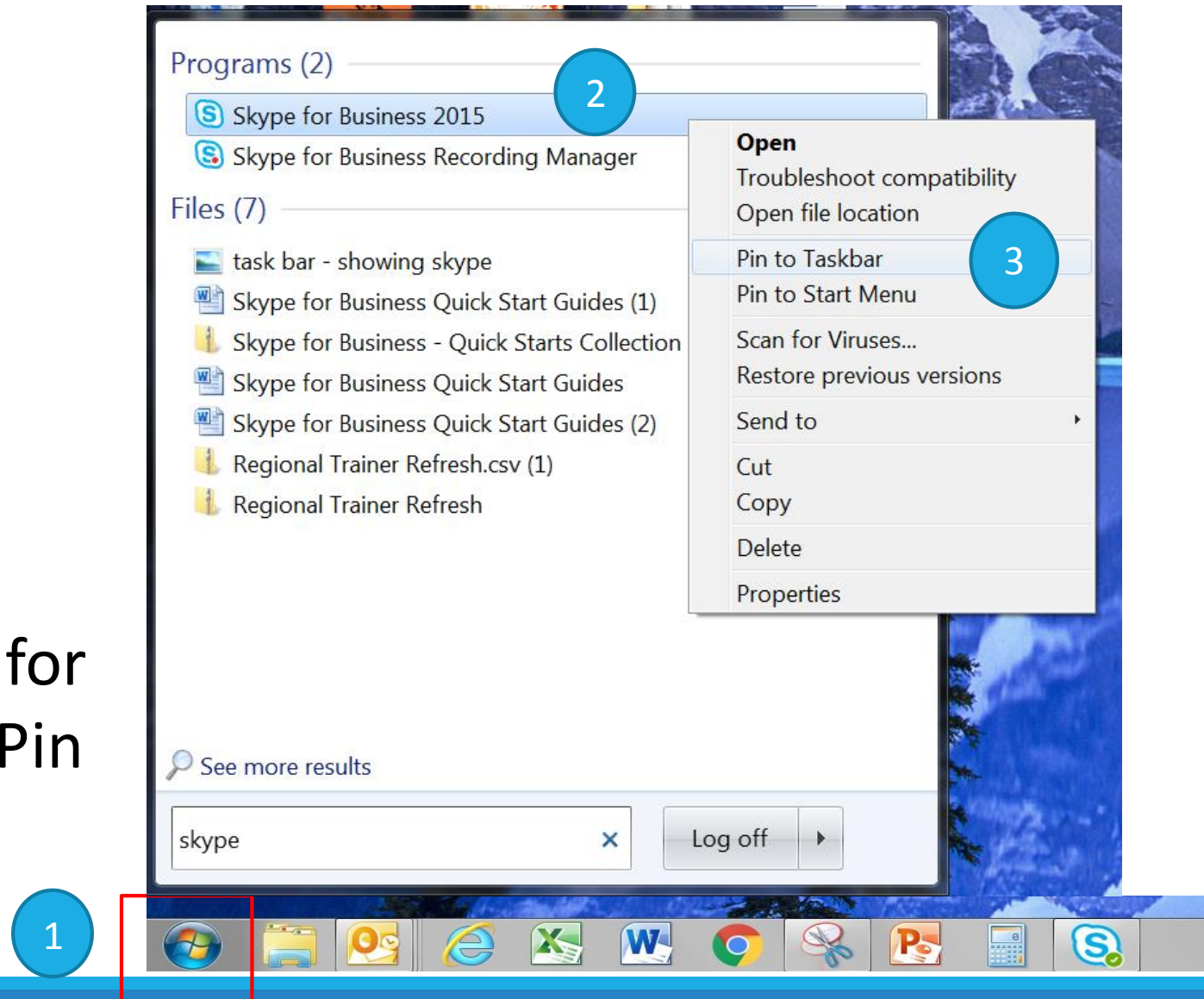
- Skype for Business STANDARD accounts give the clinician/clerk the ability to book a skype for business event.
- Check with your operations leads on which account you need!
- You know you have a STANDARD account, when you create a virtual health appointment and the PHSA phone number and Unique Conference ID # are generated.
- If you require a Skype for Business STANDARD account, please complete an [IMITS Service Catalogue request](#).

Pin Skype for Business on your Taskbar

1. Click on Microsoft Windows icon

2. Search for Skype for Business 2015 in the program search bar

3. Right Click on Skype for Business 2015. Select Pin to Taskbar.



Schedule a meeting – for clerks or as designated by operations

1. Go to Outlook Calendar and click on **New Skype Meeting** Icon
2. Skype Meeting link will be added in to invite.
3. Complete the appointment date/time.
4. Insert patient and clinician email (Hide if requested)
5. Fill out Subject line: Example: *Virtual Health Visit Dr. Z with MM (Patient Initials)*

The screenshot shows the Outlook 'New Skype Meeting' dialog box. The title bar reads 'Virtual Health Visit Dr. Z with MM - Meeting'. The ribbon includes 'File', 'Meeting', 'Insert', 'Format Text', and 'Review'. The 'Meeting' tab is active, showing options like 'Delete', 'Calendar', 'Forward', 'OneNote', 'Appointment' (highlighted with a blue circle and '1'), 'Scheduling Assistant', 'Join Skype Meeting', 'Meeting Options', 'Cancel Invitation', 'Address Book', 'Check Names', 'Response Options', 'Show As: Busy', 'Reminder: 15 minutes', 'Recurrence', 'Time Zones', 'Room Finder', and 'Categorize'. The main area contains fields for 'To...', 'Subject: Virtual Health Visit Dr. Z with MM', 'Location: Skype Meeting', 'Start time: Wed 3/25/2020 12:00 PM', 'End time: Wed 3/25/2020 12:30 PM', and an 'All day event' checkbox. Below these fields is a timeline view. A blue circle with the number '2' is placed over the 'Join Skype Meeting' link in the meeting details section. The details section also includes a link to 'Try Skype Web App', phone join information for PHSA (604-675-4199), a conference ID (521461), and links for 'Forgot your dial-in PIN?' and 'Help'. The bottom status bar indicates 'In Shared Folder: Calendar'.

Hiding Clinician Email Address – for clerks or as designated by operations

1. From the email invite click **To...**
2. Go to **Global Directory** and Click on their name
3. Click on **Resources**
4. Answer **No**

The screenshot illustrates the steps to hide a clinician's email address in Microsoft Outlook. It shows an email invite form, a global address list, a location update warning, and a resource selection dialog.

1. From the email invite click To...

The email invite form shows the 'To...' field with the email address 'child mommy@gmail;'. The subject is 'Virtual Health Visit MM' and the location is 'Skype Meeting'.

2. Go to Global Directory and Click on their name

The 'Select Attendees and Resources: Global Address List' window shows a search for 'connolly, mary'. The results list several contacts, including 'Connolly, Mary' (Physician - Clinical Dire...), 'Connolly, Mary (Dr)' (Physician - Clinical Dire...), 'Connolly, Mia' (BCNU - DC1 NURSE UPP), and 'Connolly, Michael' (BCGEU - SUPPORT WO...).

3. Click on Resources

The 'Resources' section in the dialog shows 'Connolly, Mary' selected.

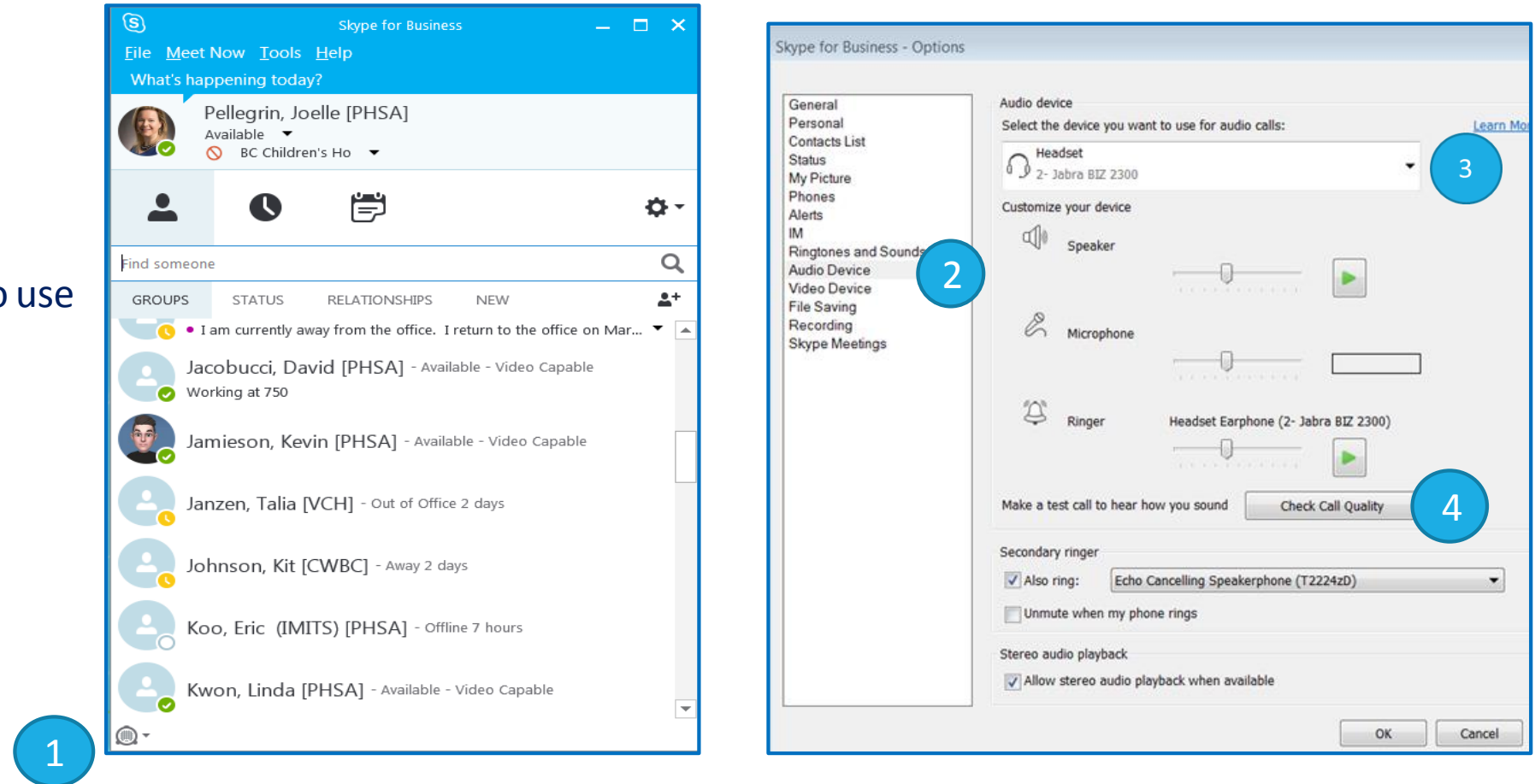
4. Answer No

A warning dialog box asks: 'Do you want to update the current location 'Skype Meeting' with the new location 'Simms, Lorna [CWBC]'?' with 'Yes' and 'No' buttons.

Setting Up and Testing Audio

This setup needs to be tested in advance of meeting:

1. Click **Select Primary**
Device icon
2. Select **Audio Device**
setting
3. Select the device you want to use
4. Check **Call Quality**

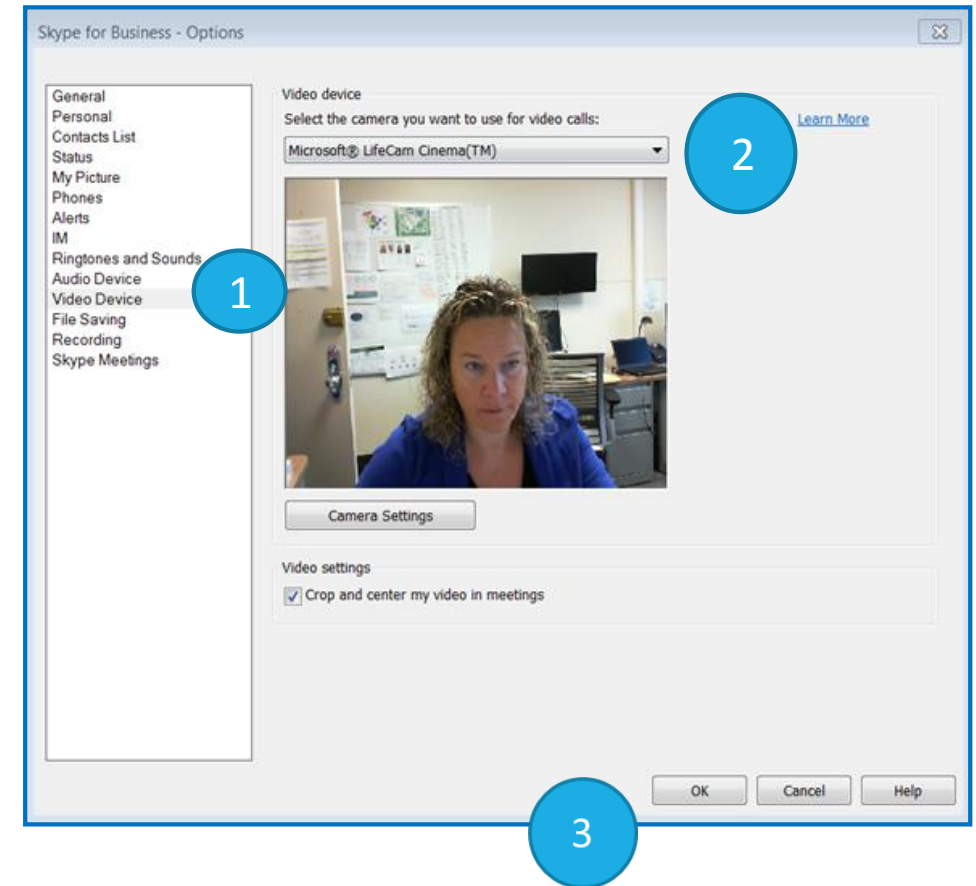
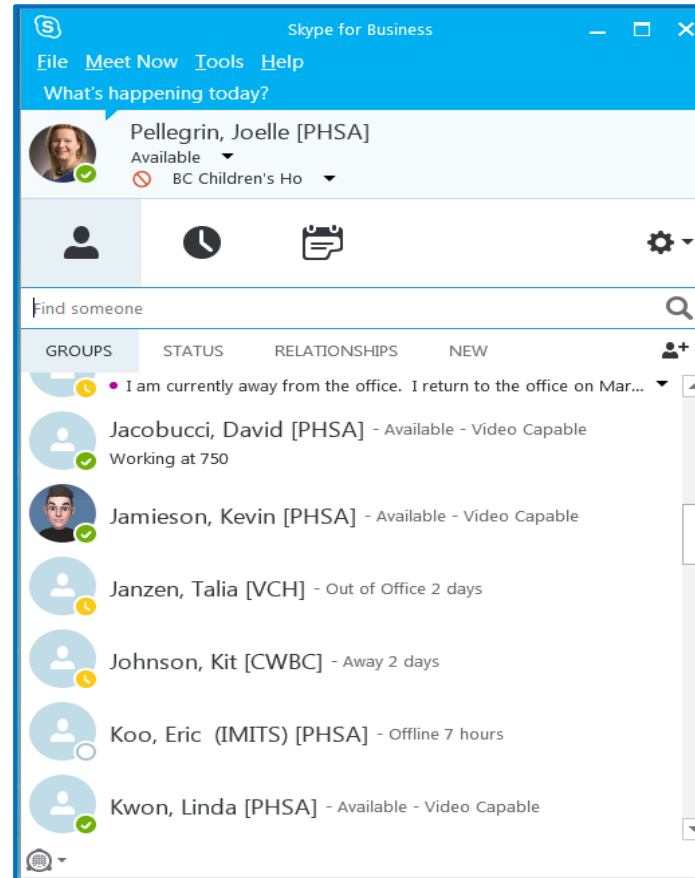


Setting Up and Testing Video

1. Select **Video Input setting**

2. Select device

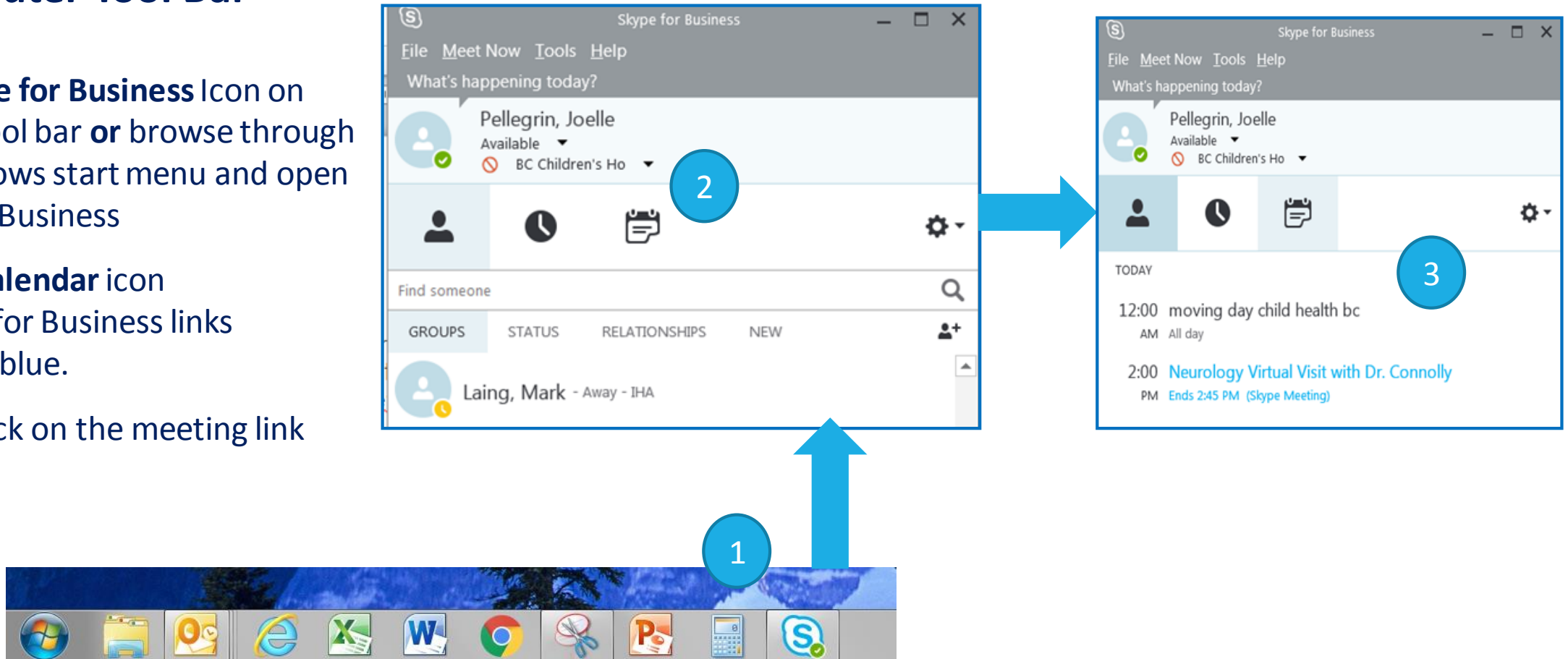
3. Click **OK**



Starting a Virtual Meeting

Via Computer Tool Bar

1. Click **Skype for Business** Icon on bottom tool bar **or** browse through the Windows start menu and open Skype for Business
2. Click on **Calendar** icon
All Skype for Business links appear in blue.
3. Double click on the meeting link



Starting a Virtual Meeting

Via Outlook Calendar

1. Click on **Meeting Invite**
2. Click on **Join Skype Meeting**

◀ ▶ March 26, 2020	
	26
8 am	Virtual Core Team Meeting GoTo Meeting Prabhakar, Rajika [CWBC]
9 ⁰⁰	
10 ⁰⁰	Virtual Health Visit Dr. Z with MM; Skype Meeting; Simms, Lorna [CWBC]
11 ⁰⁰	
12 ^{pm}	
1 ⁰⁰	



→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[\[PHSA\] 604-675-4199](#) (PHSA)

English (United States)

[Find a local number](#)

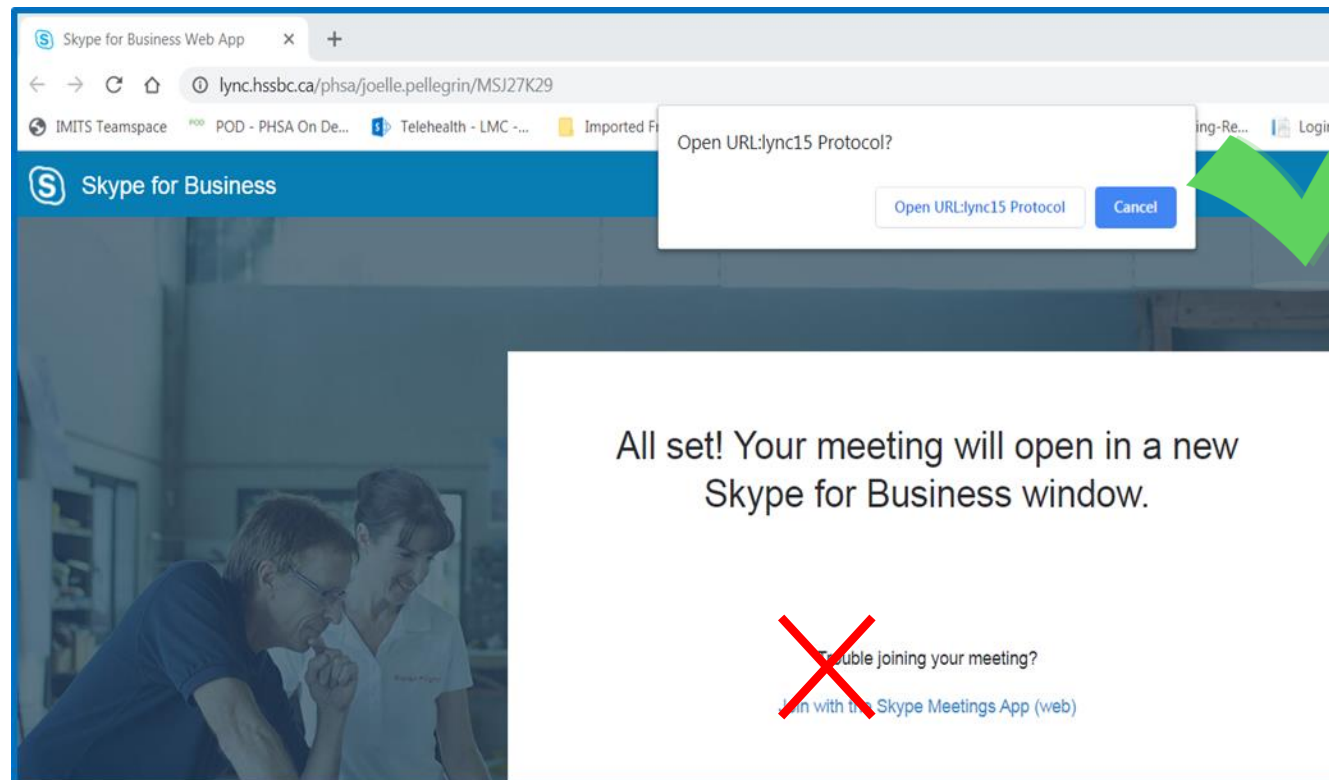
Conference ID: 56378027

[Forgot your dial-in PIN?](#) | [Help](#)

Opening Meeting

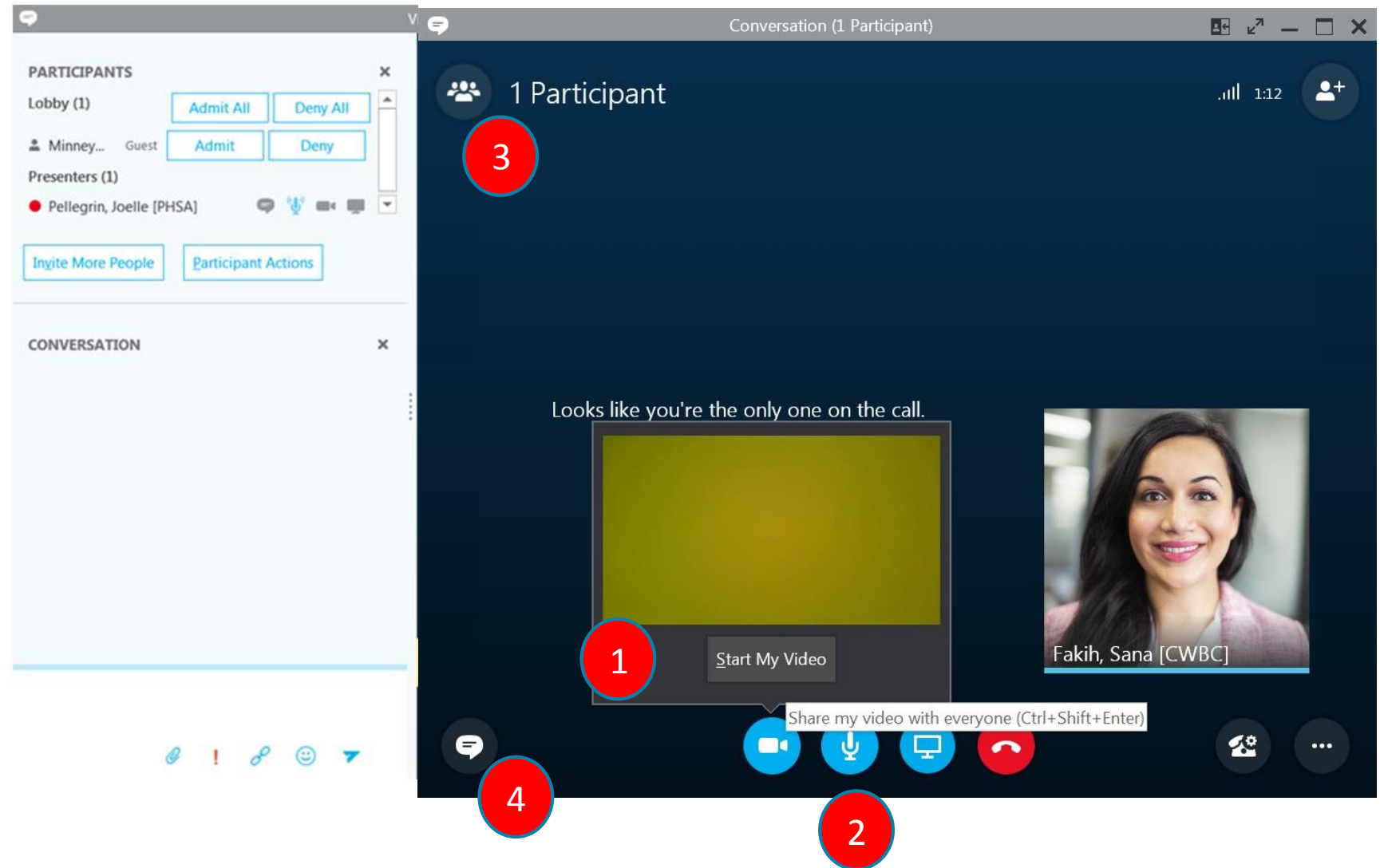
Skype for Business will open new browser page

- Click on **Open URL Lync Protocol**
- Do **not** click on Join with the Skype Meetings App



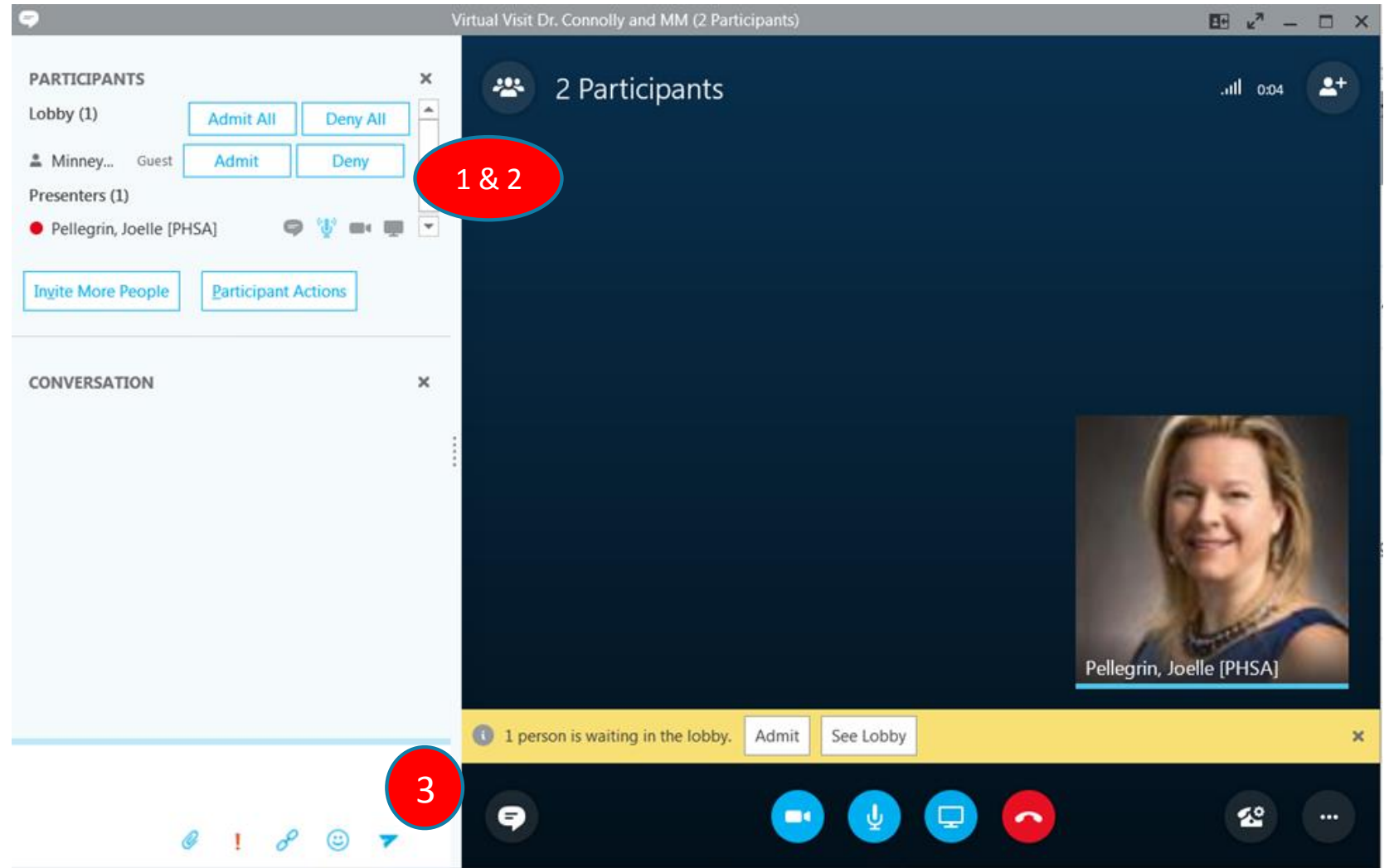
Conducting a Meeting

1. Click on video icon and click **START MY VIDEO**
2. Unmute mic
3. Clicking on Participant Icon will open the Participants/Chat Window
4. Clicking on Instant Messaging/Chat icon will also open this window



Conducting a Meeting: Admitting Patient

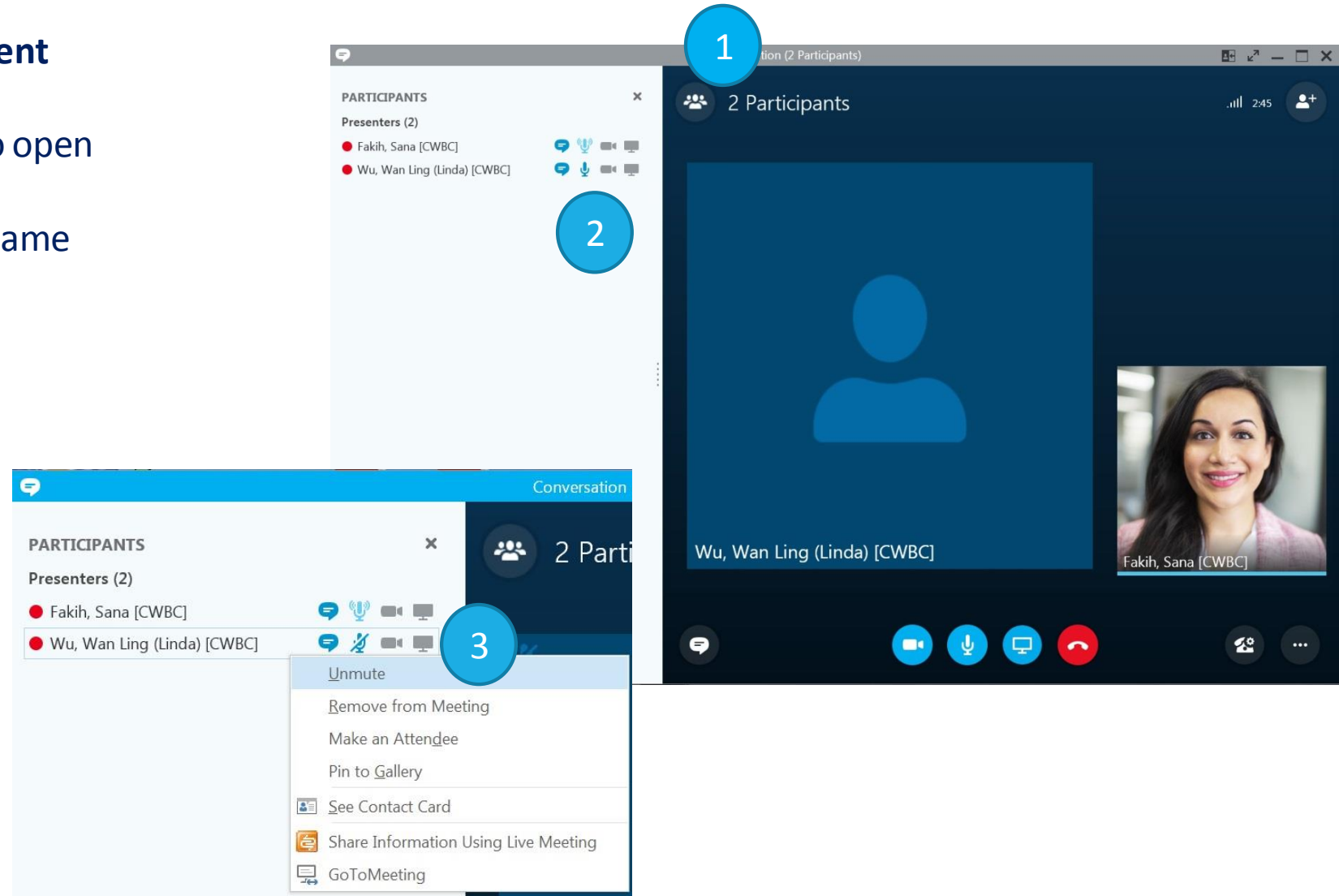
1. Click on **ADMIT** to an external guest.
2. The patient will be listed in the left hand column under participants.
3. Use the Instant Messaging chat box to communicate with patient if needed.



Troubleshooting Audio: You Cannot Hear Patient

Audio: If You Cannot Hear Patient

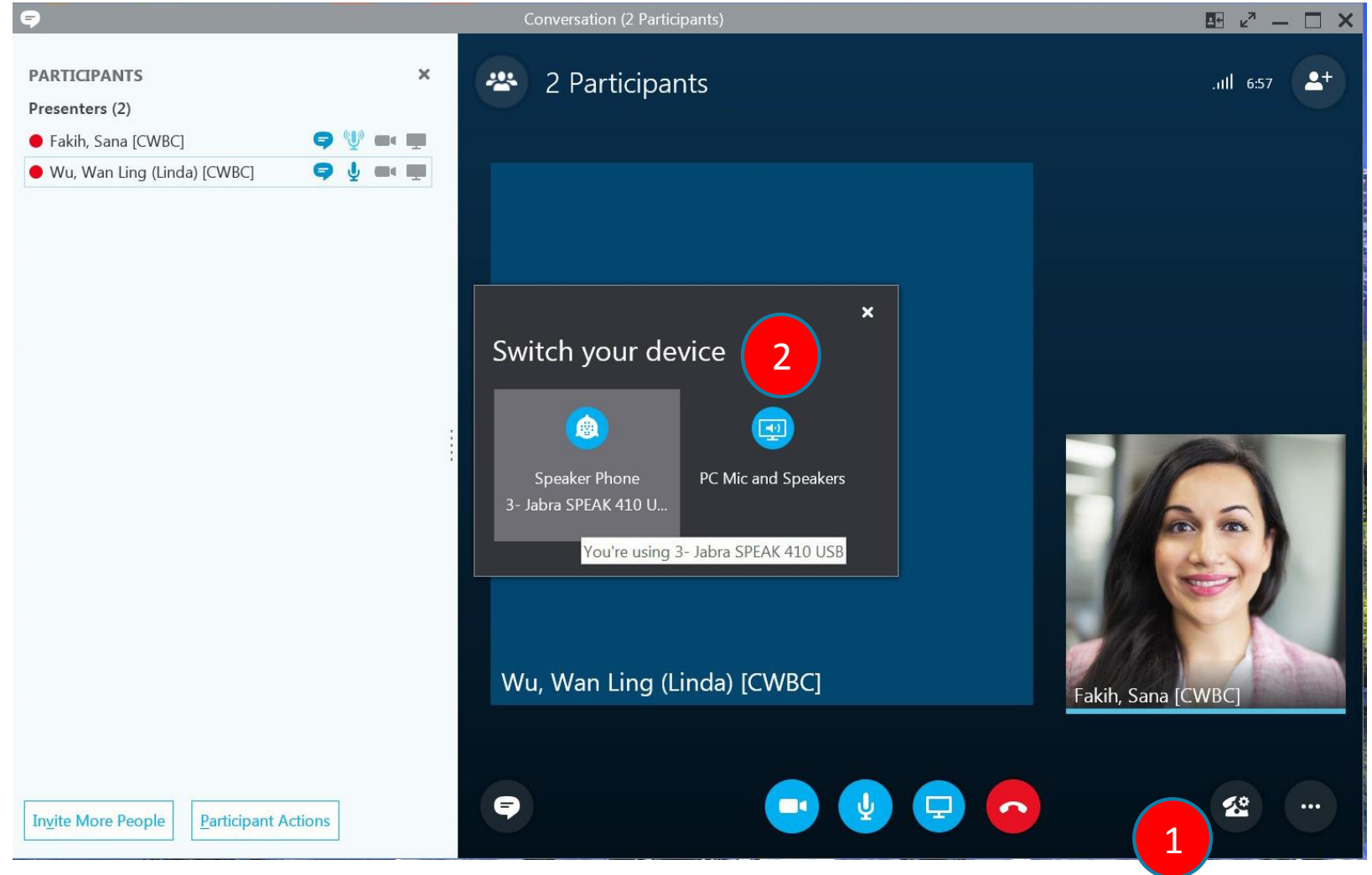
1. Click on **Participants Icon** to open the participant window
2. RIGHT click on the patient name
3. Click **Unmute**



Troubleshooting Audio: Patient Cannot Hear You

Audio: If the Patient Cannot Hear You

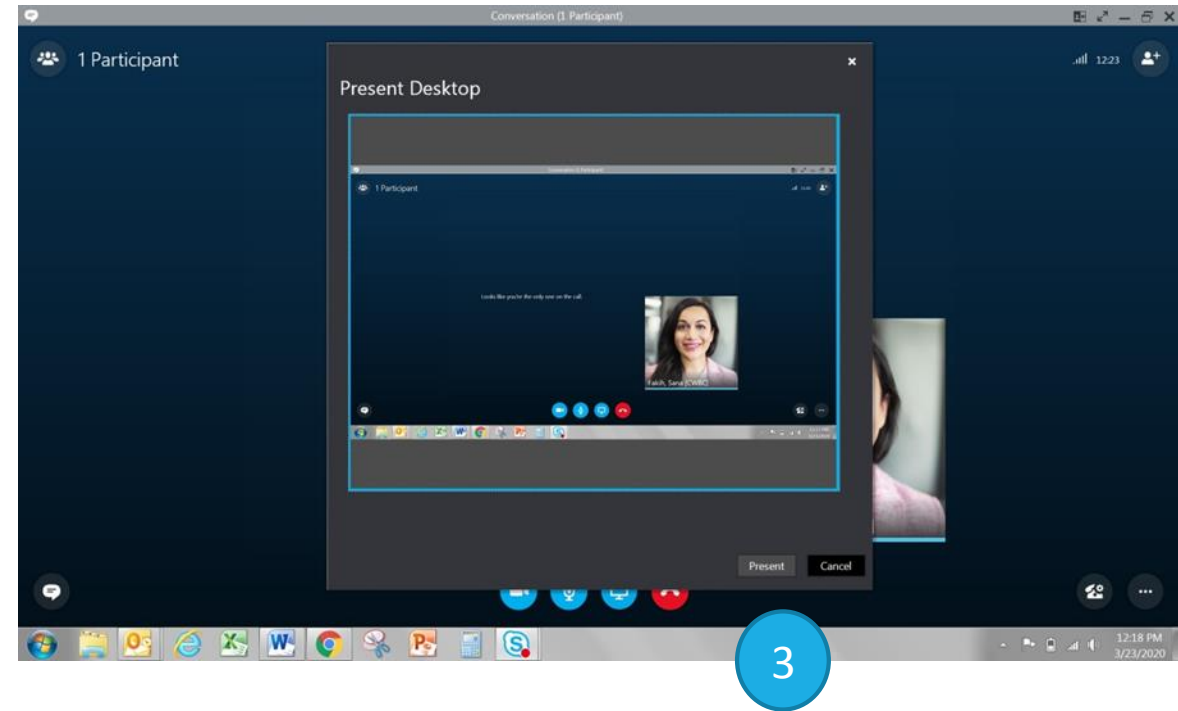
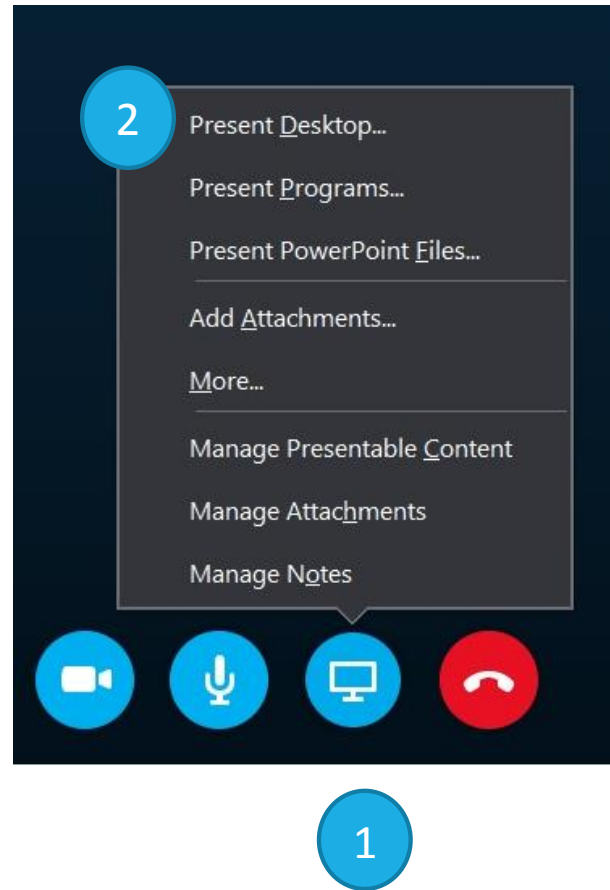
1. If the patient cannot hear you, click **Telephone cog wheel icon**
2. Click on correct device.



Presenting Desktop

Close any windows or files that you don't want to share!

1. Click on Computer Icon
2. Click Present Desktop
3. Click on Present
4. Click Stop Presenting on the top banner of your screen once finished



End Meeting

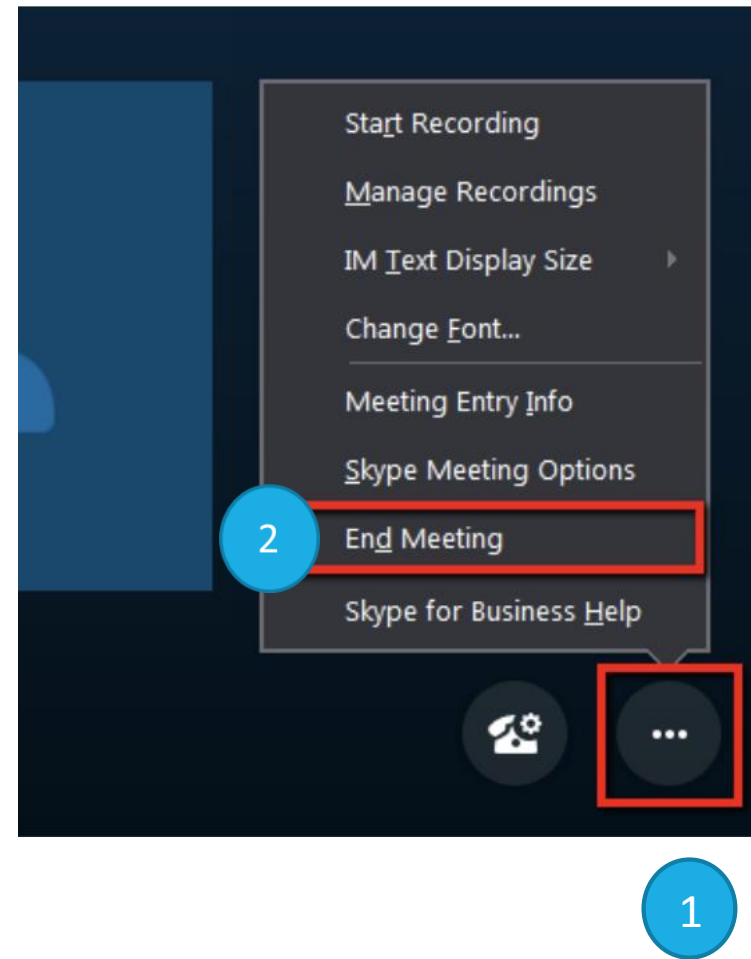
To remove everyone from the meeting:

1. Click the **Ellipses icon**
2. Click **End Meeting**.
3. Click **OK** on the prompt to continue.

This closes the window and disconnects everyone from the meeting, including those participants who called in.



Click this icon to leave a meeting





Quick training guide for Zoom

Adopted from Office of Virtual Health Zoom Training Documents

Zoom Access

C&W staff who have requested Zoom accounts have access to:

1. **Zoom web browser** (www.zoom.us) to schedule virtual health visits (both webinars and meetings).
2. **Zoom Desktop app** to Host your Zoom virtual health visits from your PHSA PC or Laptop wired into the PHSA network.
3. **Zoom mobile app** (you need to download it on your mobile device) to Host your Zoom Virtual Health Visit.

Zoom Account

Zoom Healthcare accounts for PHSA have been provisioned by PHSA Office of Virtual Health. You should receive 2 emails:

1) From OVH indicating you have received an email to activate your ZOOM license.

Dear Provider,

You have received, or will be receiving, an email to set up your ZOOM license.

To set up ZOOM, do the following:

Step 1	Activate your ZOOM account by following the instructions in the email from no-reply@zoom.us
--------	---

Note: please click the activation link only once. Otherwise the link will expire.

2) From Zoom to approve the request. It then sends you to www.zoom.us to activate your license username and password.

Zoom account invitation

Zoom <no-reply@zoom.us>

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Sent: Tue 3/24/2020 5:01 PM

To: Pellegrin, Joelle [PHSA]

Approve the Request

How do I know I'm logged into my Zoom for Healthcare license?

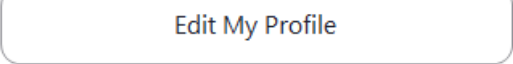
- 1) Web browser:** www.zoom.us. Log into your account, go to Profile. Your account number must end in -7599.



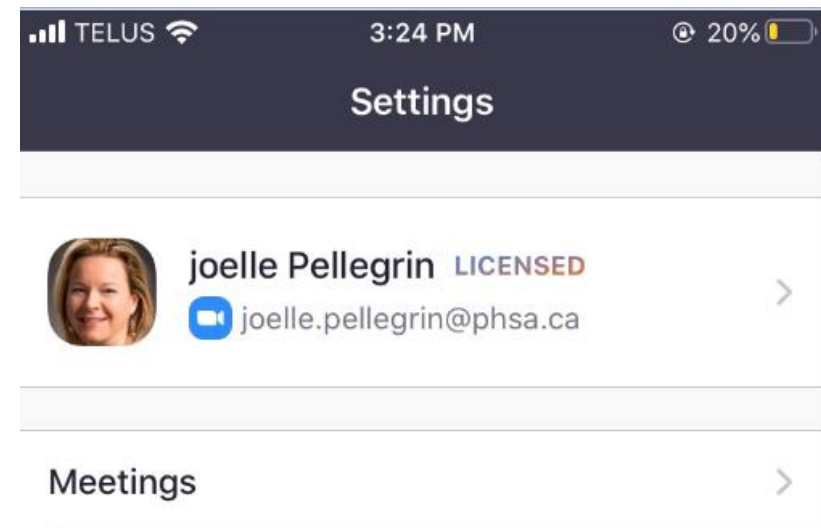
[Change](#) [Delete](#)

joelle Pellegrin

Job Title	Manager, Children's Virtual Care
Company	Child Health BC
Location	Vancouver
Account No.	--- 7599

- 2) Desktop application:** On the Gear icon, select . The web browser version will open. On Profile, your account number must end in -7599.

- 3) Mobile device:** Settings > next to your name you see “Licensed” if you are logged into your zoom for healthcare account



Zoom Virtual Health Visits

Webinar	Scheduled Meeting	Instant Meeting
<ul style="list-style-type: none">✓ 1:1 or group scheduled✓ Automated email appointment reminders✓ Automated invitation to patients (invite patient as panelist)✓ Protect patient identify by pre-setting patient name (i.e. Mel C., Joelle P.)✓ Clerk can schedule and start webinar on behalf of provider (scheduling privileges must be assigned)✓ Host up to 99 patient panelists	<ul style="list-style-type: none">✓ Set specific meeting date and time✓ Easy to share attendee invitation✓ Control if attendees can join before the host starts the meeting✓ Waiting room option✓ Team members can schedule on behalf of others (scheduling privileges must be assigned)✓ Group visit with breakout room functionality✓ Host up to 500 attendees	<ul style="list-style-type: none">✓ Adhoc, instant start meeting with no date and time✓ Easy to share attendee invitation✓ Host up to 500 attendees

Zoom web browser for scheduling

www.zoom.us

Clinicians Set Up Clerk Scheduling Privileges in Zoom

Note: Multiple clerks can be assigned to schedule on a provider's behalf

1. Go to www.zoom.us and sign in to your Zoom account by **entering your user name** and password. Click **Settings** and scroll down to **Other**.
2. Under **Scheduling Privilege**, click + sign next to **Assign scheduling privilege to**.
3. Enter one or more email addresses in the window, separated with a comma.
4. Click **Assign**.

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to +

No one

2

Assign scheduling privilege

example: sales.ea@company.com,marketing.ea@company.c

3

Enter the email addresses of those who can schedule meetings on your behalf. Use a comma to separate multiple email addresses.

4

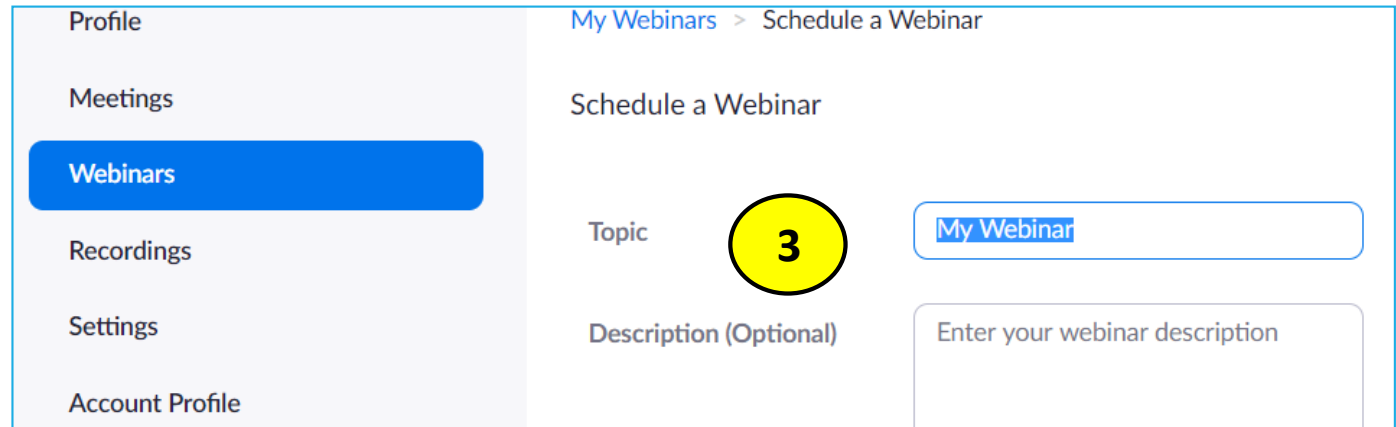
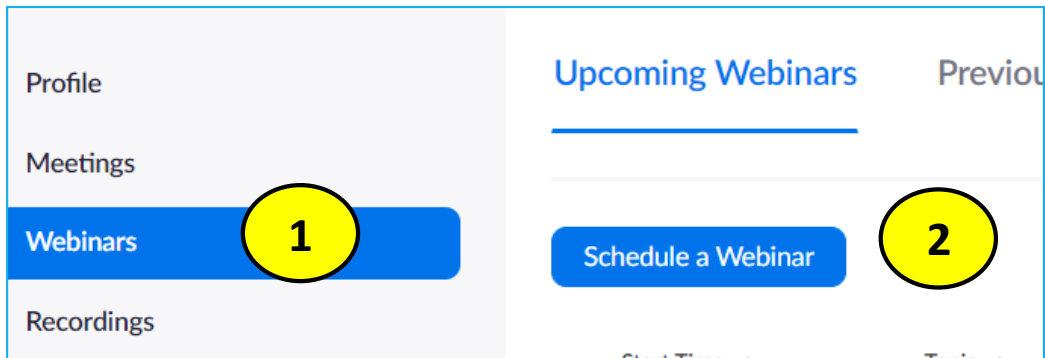
Assign

Cancel

Schedule a Zoom Virtual Health Webinar

Go to www.zoom.us and sign in to your Zoom account by **entering your user name** and password

1. Click on the **Webinars tab** (not meetings)
2. Click on **Schedule a Webinar**.
3. Complete the Webinar details. Refer to your Clinical Operations standards for Virtual Health.



Schedule a Zoom Virtual Health Webinar

4. Under **Schedule For** choose the provider you want to schedule from the dropdown menu.

5. Type in any **alternative hosts** (e.g. other clinicians, team members, etc.)

6. Click **Schedule**. You have created a Zoom Virtual Health Webinar with URL.

The screenshot shows the Zoom Virtual Health Webinar scheduling interface. It includes sections for Webinar Password, Schedule For, Video, Audio, Webinar Options, and Alternative Hosts. A yellow circle with the number 4 highlights the 'Schedule For' dropdown menu, which is open and shows a list of providers: 'Myself', 'Sana Fakh (sana.fakh@cw.bc.ca)', and 'Theresa McElroy (Theresa.McElroy@cw.bc.ca)'. A yellow circle with the number 5 highlights the 'Alternative Hosts' text input field, which contains the example text 'Example: mary@company.com, peter@school.edu'. A yellow circle with the number 6 highlights the 'Schedule' button at the bottom right of the form.

4



5


6

Add the Zoom Virtual Health Webinar to your Outlook Calendar

1. Click Add to: **Outlook Calendar (.ics)** to download an .ics file
2. In the bottom left corner of screen, click on the webinar .ics
3. Outlook will automatically open and populate a calendar event
4. Click Invite attendees to send the outlook calendar invite to host and alternative hosts

My Webinars > Manage "Virtual Visit Dr. L with MM"

Topic	Virtual Visit Dr. L with MM
Time	May 5, 2020 01:00 PM Pacific Time (US and Canada)
	<div>Add to</div> <div><div> Outlook Calendar (.ics)</div><div>1</div><div> iCloud Calendar</div></div>

 webinar-95688829....ics

2

[illegible]

Invite the patient to the Zoom Virtual Health Webinar

1. Now that webinar is scheduled, scroll down to invitations > click **Invite PANELISTS** > click **Edit**
2. Enter patient's name/initials and email address (verify each address).
3. Click **Save**. The patient will be sent an invitation via email

The screenshot displays the Zoom Virtual Health Webinar interface. At the top, there is a navigation bar with tabs: 'Invitations', 'Email Settings', 'Branding', 'Polls', 'Q&A', and 'Integration'. The 'Invitations' tab is selected. Below the navigation bar, there is a section titled 'Invite Panelists' with the text 'No panelists invited'. To the right of this section is an 'Edit' button. A yellow circle with the number '1' is placed over the 'Edit' button. In the foreground, a 'Panelists' modal form is open. The form has a title 'Panelists' and a subtitle 'Invite a person or a Zoom room as a webinar panelist'. It contains two input fields: 'Name' and 'Email/Zoom Rooms'. The 'Name' field contains the text 'Patients name' and the 'Email/Zoom Rooms' field contains the text 'patient@gmail.com'. There is a 'Delete' button to the right of the email field. Below the input fields is a link 'Add Another Panelist'. At the bottom of the form, there is a checkbox labeled 'Send invitation to all newly added panelists immediately' which is checked. To the right of the checkbox are 'Save' and 'Cancel' buttons. A yellow circle with the number '2' is placed over the 'Name' input field, and a yellow circle with the number '3' is placed over the 'Save' button.

Invitations Email Settings Branding Polls Q&A Integration

Invite Panelists No panelists invited Edit

Panelists

Invite a person or a Zoom room as a webinar panelist

Name Email/Zoom Rooms

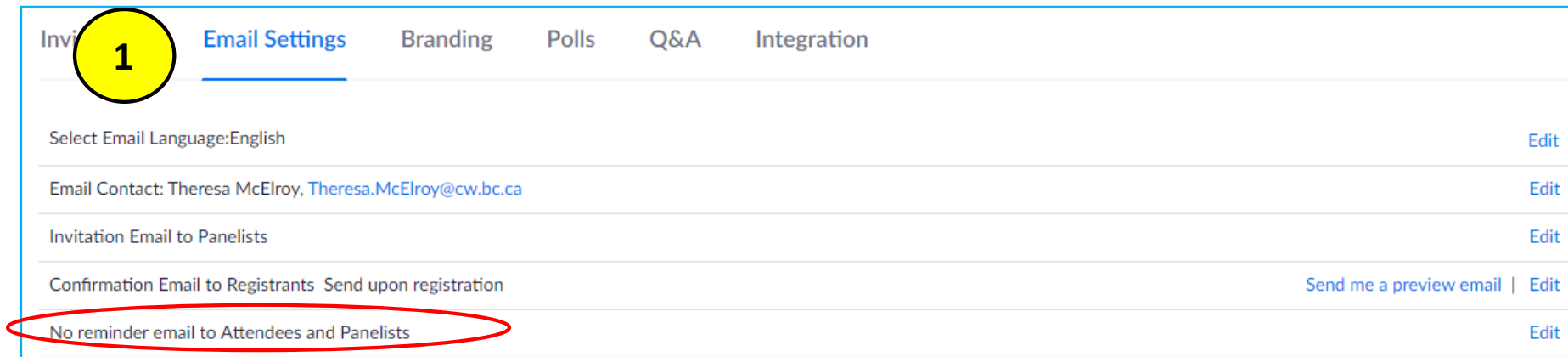
Patients name patient@gmail.com Delete

Add Another Panelist

☒ Send invitation to all newly added panelists immediately Save Cancel

Set up Automated Appointment Reminders for Zoom VH Webinar

1. Now that the webinar is scheduled, Click **Email Settings**
2. Click **Edit** next to the **No reminder email to the Attendees and Panelists** to adjust the settings.



Invitations **Email Settings** Branding Polls Q&A Integration

Select Email Language: English [Edit](#)

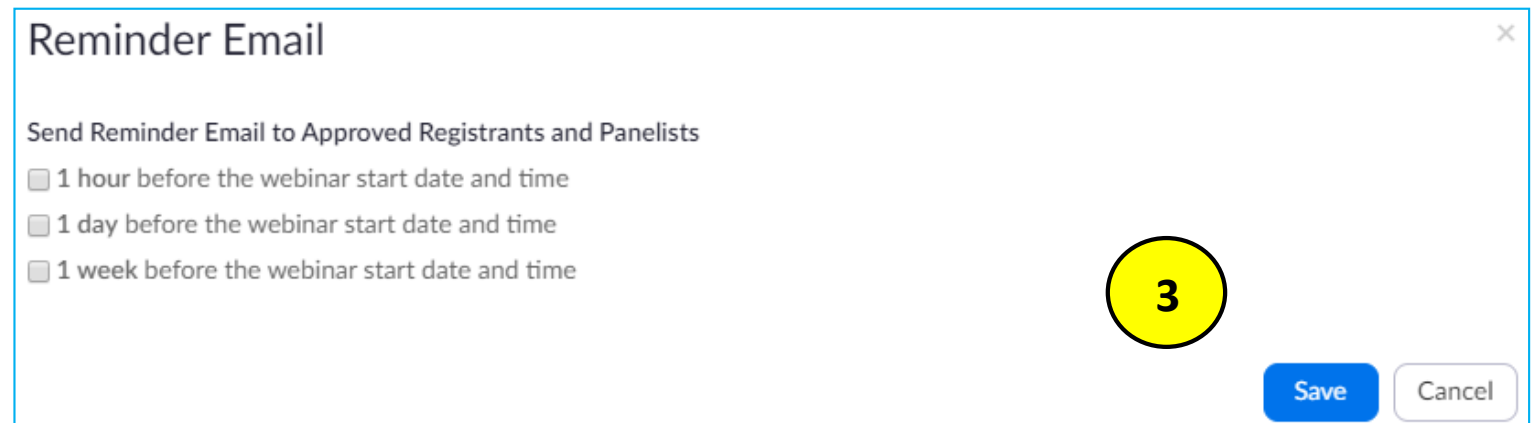
Email Contact: Theresa McElroy, Theresa.McElroy@cw.bc.ca [Edit](#)

Invitation Email to Panelists [Edit](#)

Confirmation Email to Registrants Send upon registration [Send me a preview email](#) | [Edit](#)

No reminder email to Attendees and Panelists [Edit](#)

3. Select the appropriate reminder options and click **Save**.



Reminder Email

Send Reminder Email to Approved Registrants and Panelists

☐ 1 hour before the webinar start date and time

☐ 1 day before the webinar start date and time

☐ 1 week before the webinar start date and time

[Save](#) [Cancel](#)

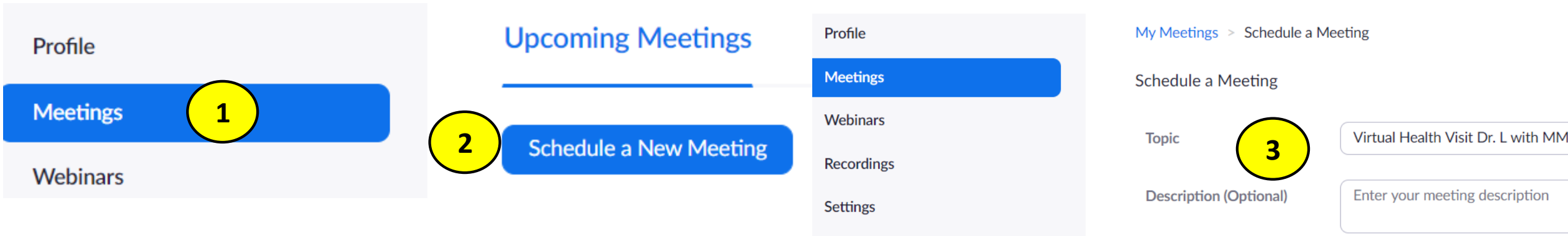
Zoom Virtual Health Visits

Webinar	Scheduled Meeting	Instant Meeting
<ul style="list-style-type: none">✓ 1:1 or group scheduled✓ Automated email appointment reminders✓ Automated invitation to patients (invite patient as panelist)✓ Protect patient identify by pre-setting patient name (i.e. Mel C., Joelle P.)✓ Clerk can schedule and start webinar on behalf of provider (scheduling privileges must be assigned)✓ Host up to 99 patient panelists	<ul style="list-style-type: none">✓ Set specific meeting date and time✓ Easy to share attendee invitation✓ Control if attendees can join before the host starts the meeting✓ Waiting room option✓ Team members can schedule on behalf of others (scheduling privileges must be assigned)✓ Group visit with breakout room functionality✓ Host up to 500 attendees	<ul style="list-style-type: none">✓ Adhoc, instant start meeting with no date and time✓ Easy to share attendee invitation✓ Host up to 500 attendees

Schedule a Zoom Virtual Health Meeting

Go to www.zoom.us and sign in to your Zoom account by **entering your user name** and password

1. Click on the **Meeting tab** (not Webinars)
2. Click on **Schedule a Meeting**.
3. Complete the Meeting details. Refer to your Clinical Operations standards for Virtual Health.



Schedule a Zoom Virtual Health Meeting

4. Under **Schedule For** choose the provider you want to schedule from the dropdown menu.

5. Type in any **alternative hosts** (e.g. other clinicians, team members, etc.)

6. Click **Save**. You have created a Zoom Virtual Health Meeting with URL.

The screenshot shows the Zoom meeting scheduling interface. A yellow circle with the number 4 points to the 'Schedule For' dropdown menu, which is open and shows a search bar and a list of users: 'Myself', 'Melissa Coop (mcoop@cw.bc.ca)', and 'Carlin Nicole (nicole.carlin@cw.bc.ca)'. A yellow circle with the number 5 points to the 'Alternative Hosts' text input field, which contains the placeholder text 'Example: mary@company.com, peter@school.edu'. A yellow circle with the number 6 points to the 'Save' button. Other visible fields include 'Meeting ID', 'Meeting Password' (with a 'Require meeting password' checkbox), and a 'Cancel' button.

Schedule For

Meeting ID

Meeting Password

Require meeting password

Alternative Hosts

Save

Cancel

Add the Zoom Virtual Health Meeting to your Outlook calendar

1. Click Add to: **Outlook Calendar (.ics)** to download an .ics file
2. In the bottom left corner of screen, click on the meeting .ics
3. Outlook will automatically open and populate a calendar event
4. Click Invite attendees to send the outlook calendar invite to host, alternative host(s) and patient.

My Meetings > Manage "Virtual Health Visit Dr. L with MM"

Topic

Virtual Health Visit Dr. L with MM

Time

May 4, 2020 07:00 AM Pacific Time (US and Canada)

Add to



Outlook Calendar (.ics)

1

ahoo Calendar



meeting-99322297....ics



2

File Appointment Insert Format Text Review

Save & Close Delete Calendar Forward OneNote Appointment Scheduling Assistant Skype Meeting Invite Attendees

Subject: Virtual Health Visit Dr. L with MM

Location: <https://phsa.zoom.us/j/99322297324?pwd=Ym5Sb3pLbTBHN3ZWYXN3Z>

Start time: Mon 5/4/2020 7:00 AM All day event

End time: Mon 5/4/2020 8:00 AM

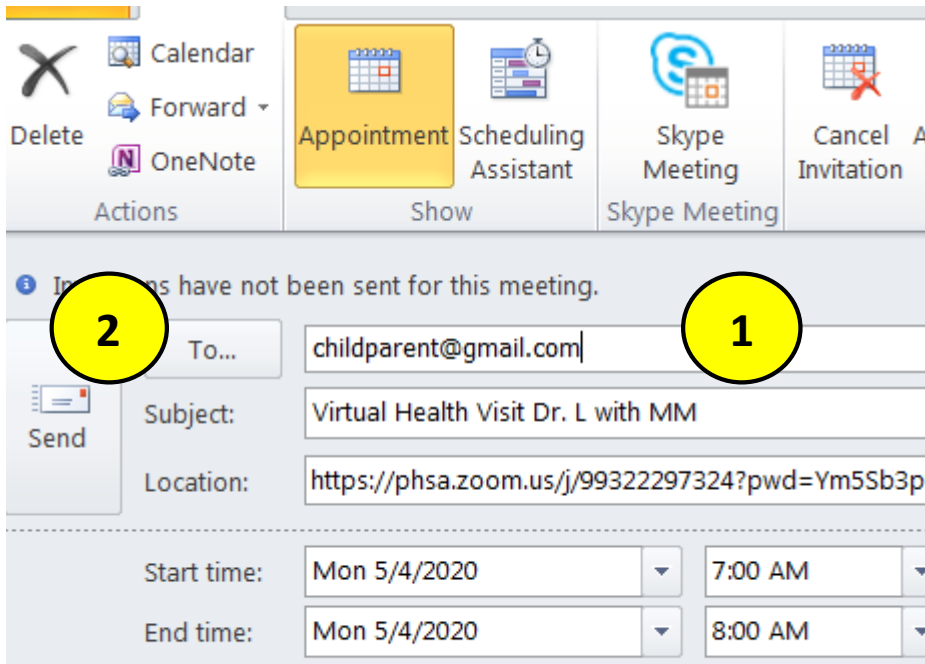
Hello, you are invited to a Zoom virtual health appointment.

Join meeting
<https://phsa.zoom.us/j/99322297324?pwd=Ym5Sb3pLbTBHN3ZWYXN3Z>

4

Outlook Calendar Invite: Hide the Clinician's Email

When sending the Zoom Virtual Health Meeting Outlook Calendar invite, hide the host and alternative host's email addresses from the patient.



The screenshot shows the Outlook 'New Appointment' window. At the top, there are tabs for 'Delete', 'Forward', 'OneNote', 'Appointment', 'Scheduling Assistant', 'Skype Meeting', and 'Cancel Invitation'. Below these is a message bar that says 'Invitations have not been sent for this meeting.' The 'To...' field contains the email address 'childparent@gmail.com'. The 'Subject' field contains 'Virtual Health Visit Dr. L with MM'. The 'Location' field contains a Zoom URL. The 'Start time' is set to 'Mon 5/4/2020' at '7:00 AM' and the 'End time' is 'Mon 5/4/2020' at '8:00 AM'. A yellow circle with the number '2' is placed over the 'To...' label, and a yellow circle with the number '1' is placed over the email address in the 'To...' field.

Hello, you are invited to a Zoom virtual health appointment.

1. Type in patient email on the To line. This patient has already verbally consented to virtual health.
2. Click **To**. This will permit you to input the host and alternative host(s) email addresses.

Outlook Calendar Invite: Hide the Clinician's Email

Select Attendees and Resources: Global Address List

Search: ☒ Name only ☐ More columns Address List - Joelle.Pellegrin@phsa.c

connolly, mary

Name	Title	Business Phone	Location	Department	E-mail
Connolly, Mary (Dr) [VIHA]	Physician - Clinical Dire...		EMP	Physician Services	Mary.Co
Connolly, Mary [CWBC]		2121		Neurology	mconnol
Connolly, Mia [IHA]	BCNU - DC1 NURSE UPP			RIH GENERAL MEDICAL...	Mia.Conr
Connolly, Michael [IHA]	BCGEU - SUPPORT WO...	1-250-554-5590		SHL REHAB SERVICES	Michael.I
Connolly, Moira [PH]	Registered Nurse		St Paul's Hospital	Surgical Nursing Unit	mconnol
Connolly, Sarah [IHA]					Sarah.Co
Connolly, Sarah [VIHA]	Sonographer Gr III		VGH	ULTRASOUND	Sarah.Co
Connolly, Taylor [FH]	COORDINATOR,PATIENT...	+16049305401;ex...	Central City Office...	OPTIMIZATION & EFPE...	taylor.co
Connon, Brian [VIHA]	Disability Management ...		RJH	Occupational Health an...	Brian.Co
Connor Hammond [BCCHR]	Grant Assistant	0	5227		chammo
Connor, Barbara [FH]	REPRESENTATIVE, DIS...	+16045855944;ex...	Surrey Memorial ...	HR, DISABILITY MGMT...	Barbara.
Connor, Chloe [IHA]					Chloe.Co
Connor, Diane [IHA]					Diane.Co
Connor, Julie [VIHA]	Administrative Assistant		VGH	Rehab Medicine	Julie.Co
Connor, Kathleen [VIHA]	Employee		LMH	LMH Dietary	Kathleen
Connor, Kathryn [IHA]					Kathryn.I
Connor, Kelly [VIHA]	Student		NRGH		Kelly.Co
Connor, Kristina [BCCancer]	Screening Centre Tech...			SMPBC	Kristina.C
Connor, Kristina [IHA]	USA - MEDICAL RADIO			KCH DT - RADIOLOGY	Kristina.C


Required ->

Optional ->

Resources ->

1. Clicking To opens PHSA Active Directory. Search for the Host and Alternative host(s) names.
2. Highlight the correct name.
3. Click **Resources** line.
4. Once all hosts and alternative hosts have been listed on the resources line, click **OK**.
5. Answer NO to the popup.

Microsoft Outlook

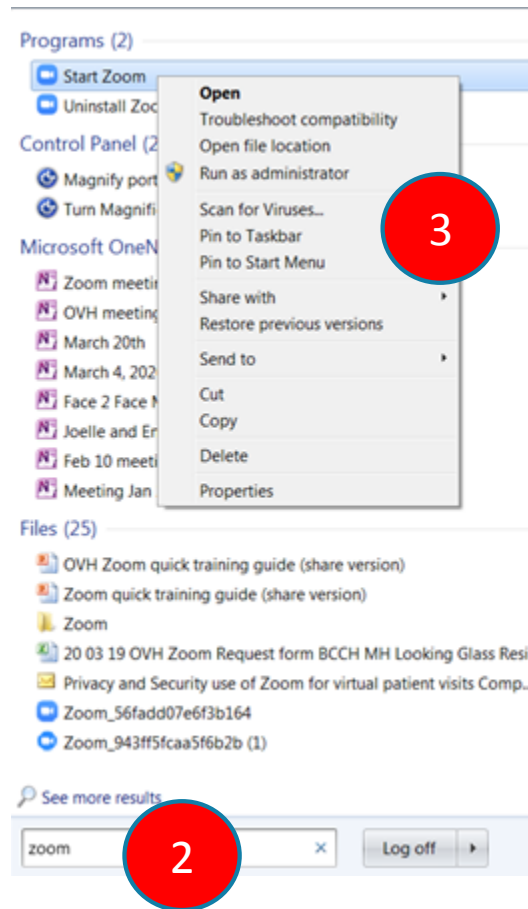
 Do you want to update the current location 'https://phsa.zoom.us/j/99322297324?pwd=Ym5Sb3pLbTBh'?

Host the Zoom Virtual Health Visit (Webinar or Meeting) from the Zoom Desktop APP



Pin Zoom on your taskbar

1. Click on Microsoft Windows icon
2. Search for Zoom in the program search bar
3. Right Click on Zoom. Select Pin to taskbar.



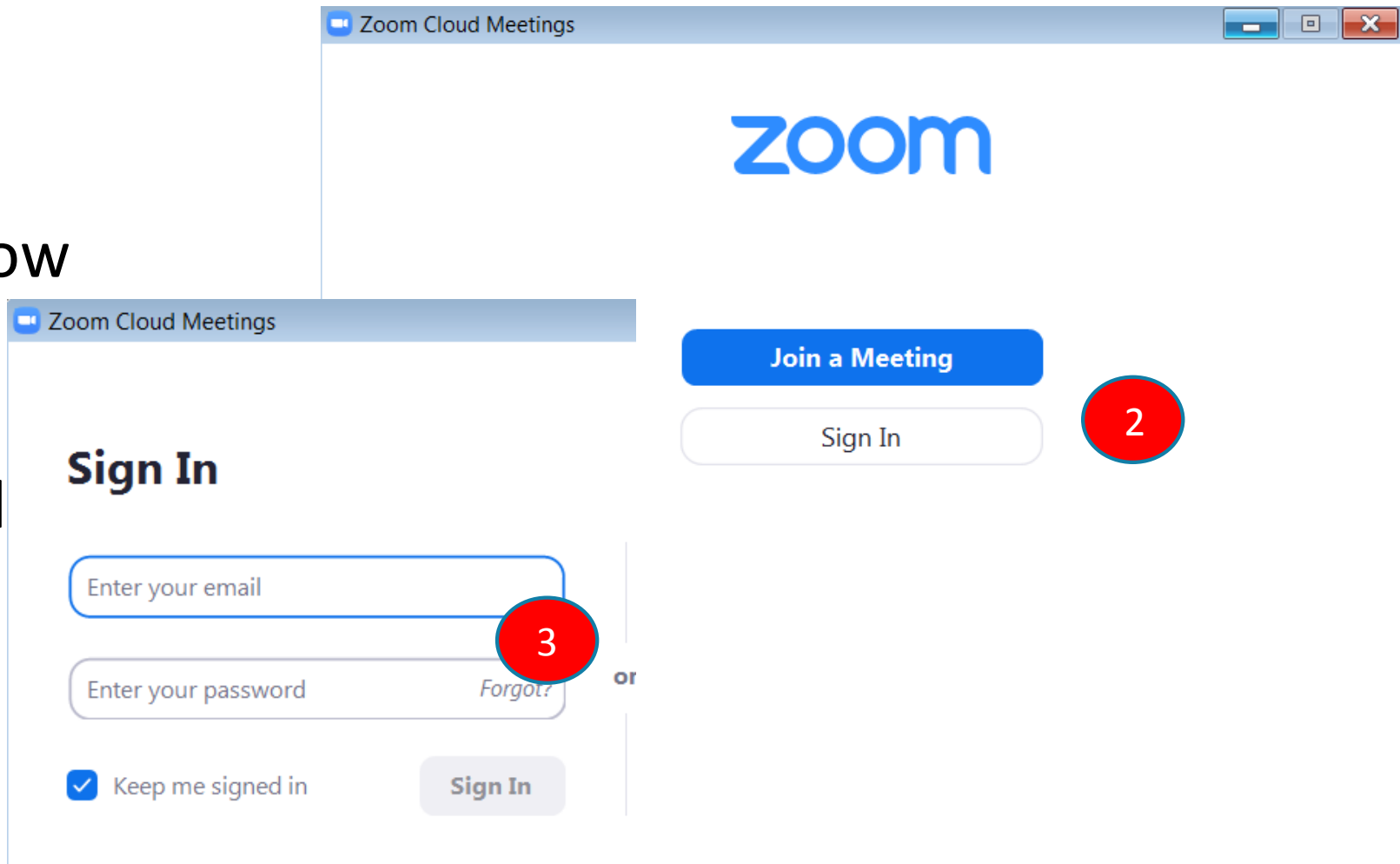
Open Zoom Desktop



1. Double click on Zoom icon from Taskbar

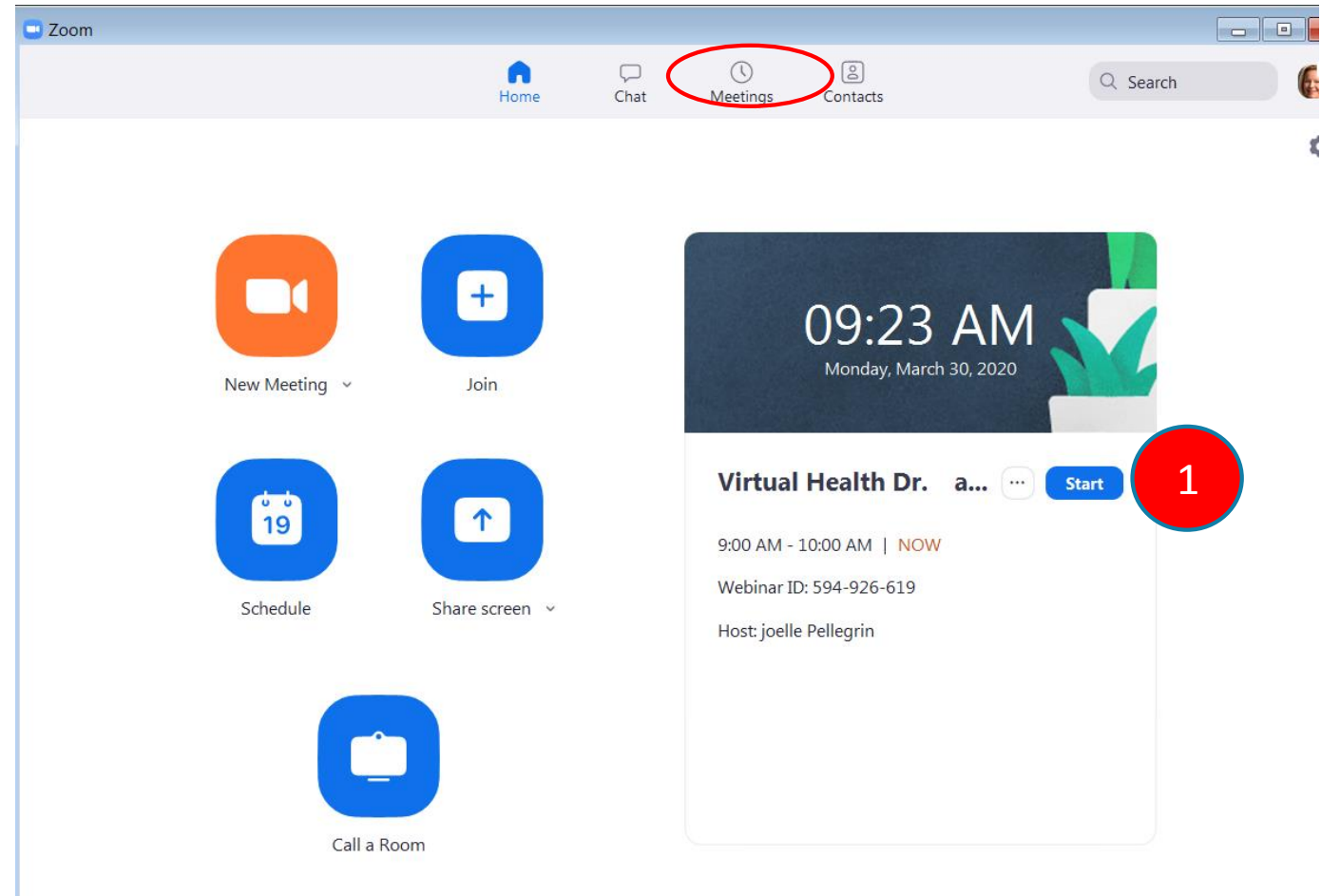
2. Zoom Meetings window opens. Click Sign in.

3. Sign in with email and password (already registered on www.zoom.us)



Host a Virtual Health Visit from Zoom Desktop

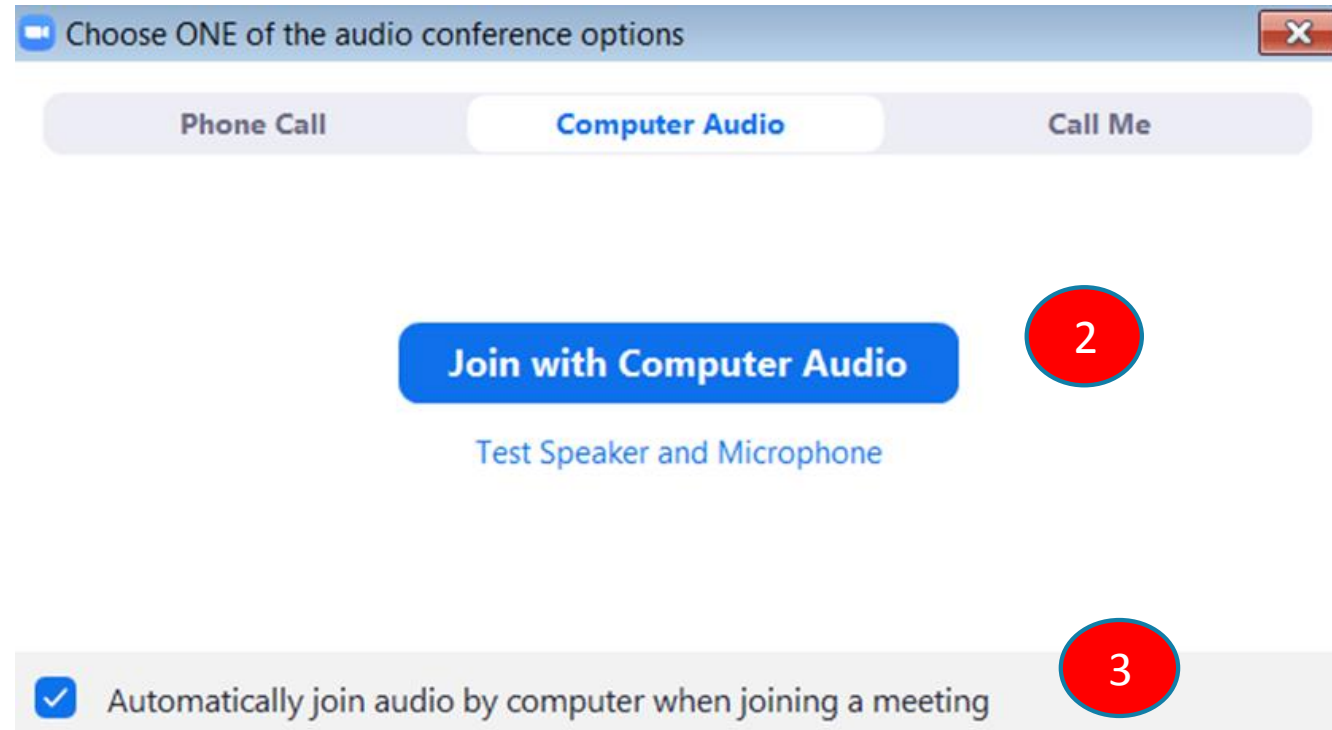
1. From your Zoom calendar, select the correct virtual health visit and click on **START**. This calendar lists previously scheduled Zoom webinars or meetings. Clicking **Start**, you will be launched into the Zoom webinar/meeting.



Host a Virtual Health Visit from Zoom Desktop

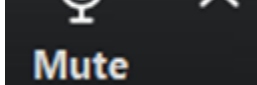
2. Join with Computer Audio

3. Check “automatically join audio by computer”

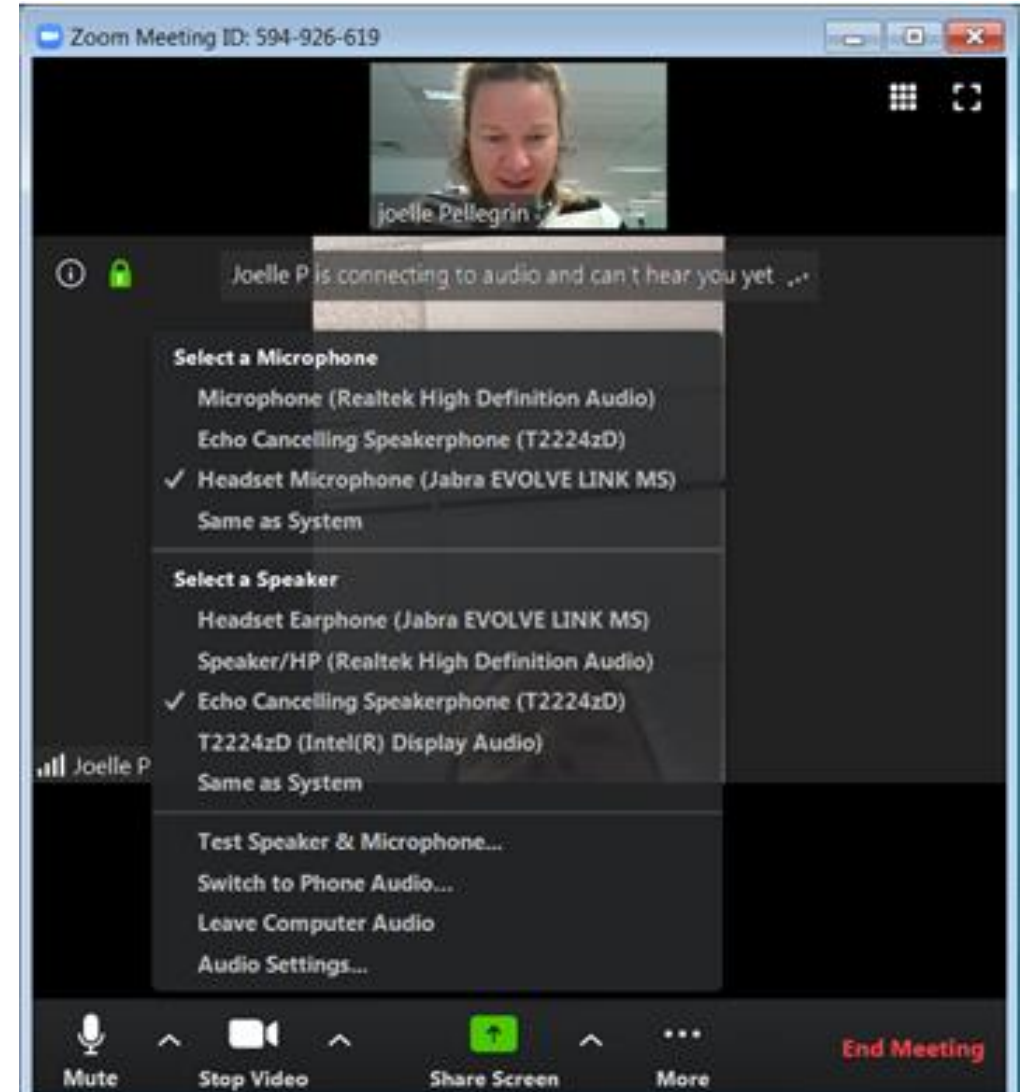


Host a Virtual Health Visit from Zoom Desktop: Audio/Video Setup

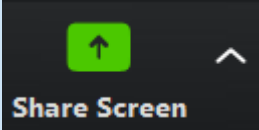
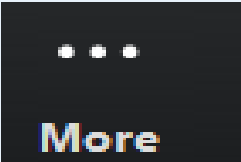
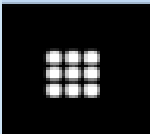


When joining the zoom webinar, you automatically have audio and video turned on.

Click on the  to ensure you are connected to the correct microphone and speaker.

Click on  to ensure correct connection to video source.

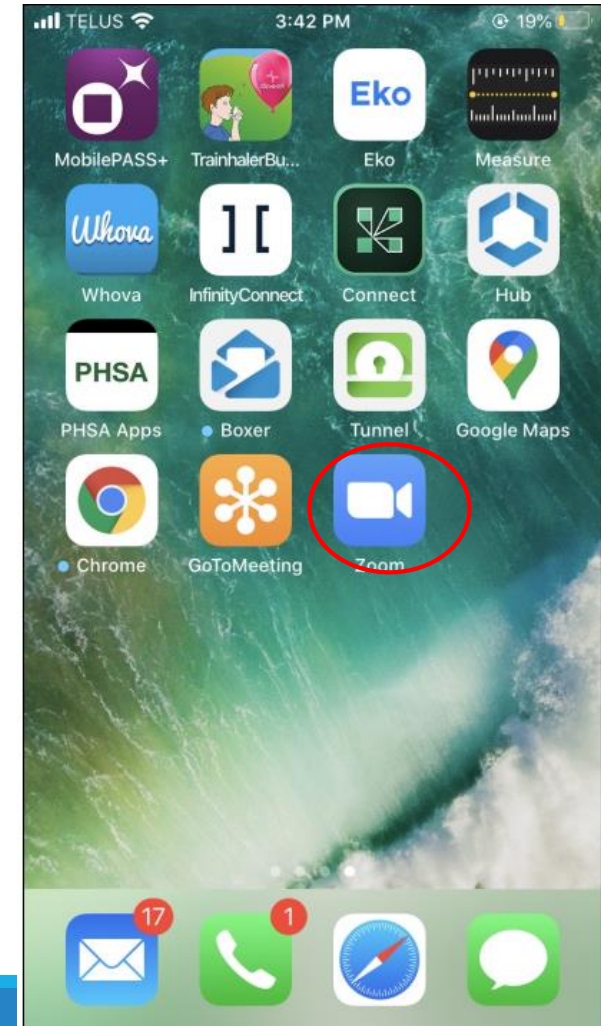


Host a Virtual Health Visit from Zoom Desktop: Functionality

Icon	Functionality
	To share a PDF/protocol/Lab results in Cerner Power chart
	Opens up a menu for participant list, chat, Q&A, Polls Participant list: mute/unmute panelists.
	Select group views
	Full Screen option
	End Meeting – you will have to choose from End Meeting (disconnect call for all) or Leave Meeting (remove yourself and VH visit continues).



Host your scheduled
virtual care visit
(meeting or webinar)
from your mobile device
through the Zoom App.



Host a Virtual Health Visit from your Zoom Mobile App

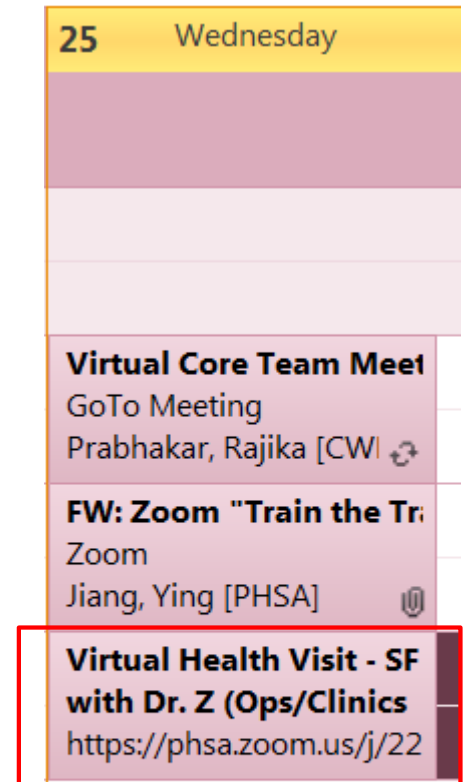
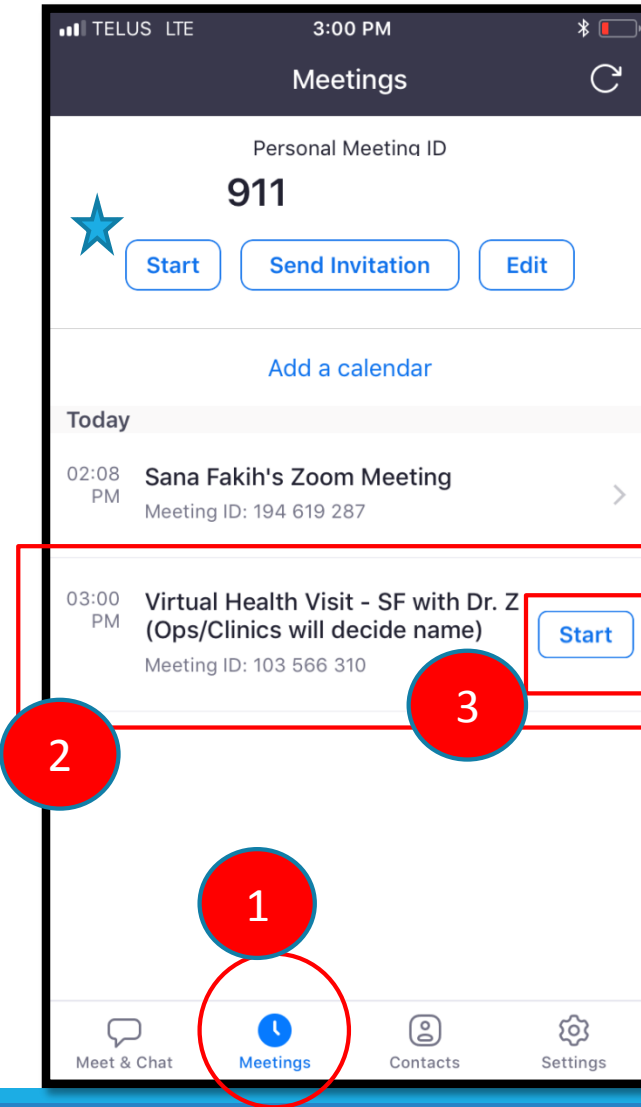
- **Set-Up Step 1: Download the Zoom Cloud Meeting app**
- **Set-Up Step 2: Open the Zoom app and Sign In**

Step 1: Locate your Virtual Health Visit (previously scheduled) to Start it

1. Tap Meetings in the lower tool bar
2. Locate the Virtual Health Visit you would like to start
3. Tap **Start** if you would like to immediately start the visit
 - Or, Tap the **visit name** to view details and then tap **Start** when ready
 - Or, If the meeting is scheduled in your **mobile calendar**, you can click to join from there. The app will automatically open if it is already installed.



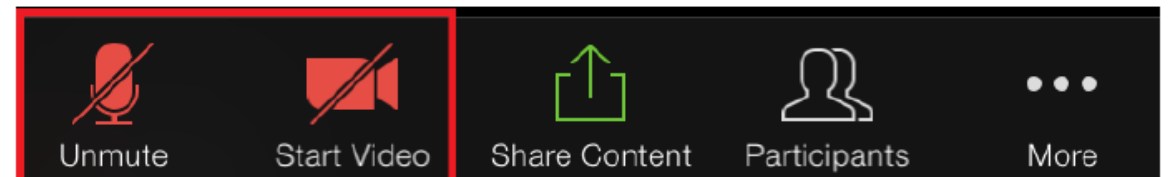
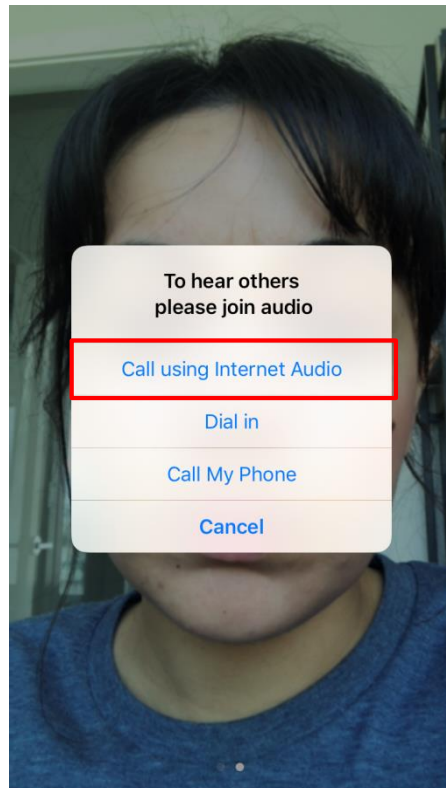
Will take you to an instant meeting (will talk about later).



Host a Virtual Health Visit from your Zoom Mobile App

Step 2: Allow ZOOM access to your camera and microphone (required the first time you use the app)

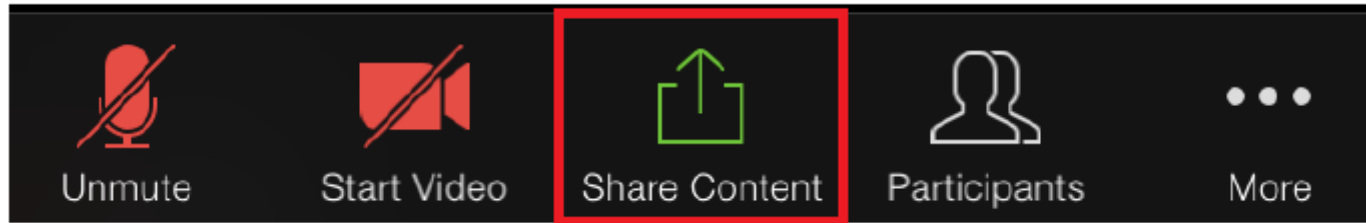
Step 3: Start your camera feed and unmute your microphone



Host a Virtual Health Visit from your Zoom Mobile App

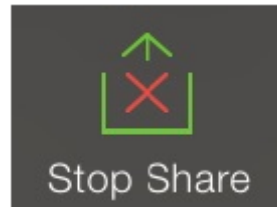
Step 4a: Share Content

1. Tap **Share Content**



2. Select the source and content to share

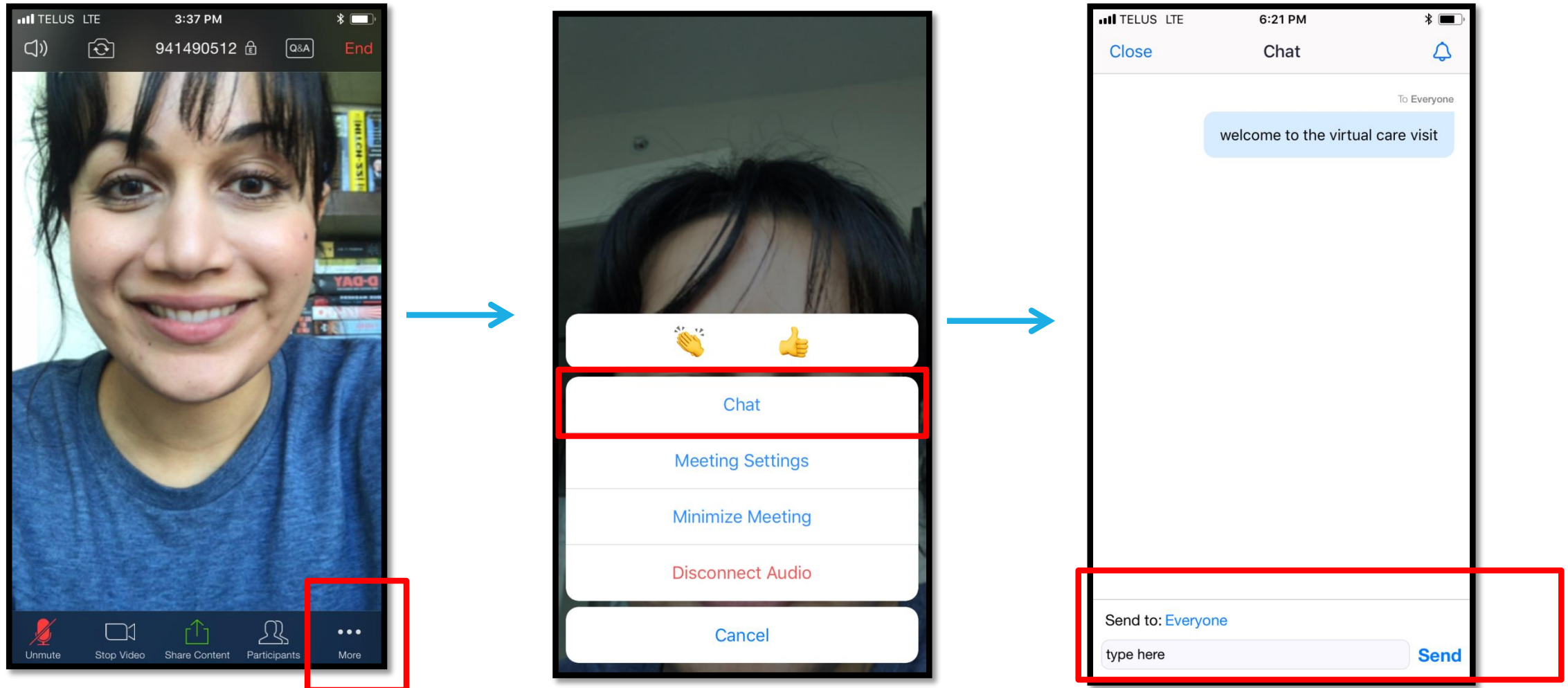
3. To stop sharing, click **Stop Share** in the top tool bar.



Note: You will not be able to see the patient while sharing content.

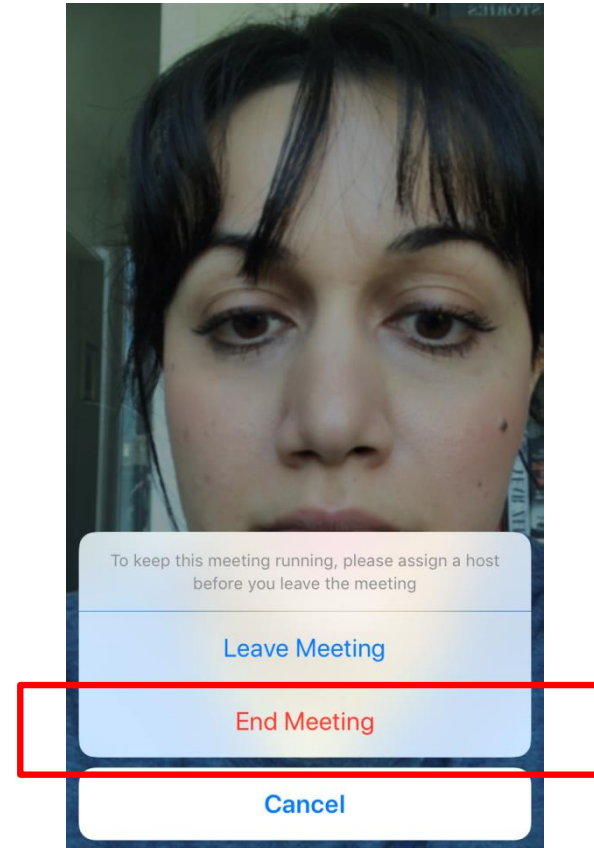
Host Virtual Health Visit from your Zoom Mobile App

Step 4b: Use the Chat Function



Host a Virtual Health Visit from your Zoom Mobile App

Step 5: End Meeting



Zoom Virtual Health Visits

Webinar	Scheduled Meeting	Instant Meeting
<ul style="list-style-type: none">✓ 1:1 or group scheduled✓ Automated email appointment reminders✓ Automated invitation to patients (invite patient as panelist)✓ Protect patient identify by pre-setting patient name (i.e. Mel C., Joelle P.)✓ Clerk can schedule and start webinar on behalf of provider (scheduling privileges must be assigned)✓ Host up to 99 patient panelists	<ul style="list-style-type: none">✓ Set specific meeting date and time✓ Easy to share attendee invitation✓ Control if attendees can join before the host starts the meeting✓ Waiting room option✓ Team members can schedule on behalf of others (scheduling privileges must be assigned)✓ Group visit with breakout room functionality✓ Host up to 500 attendees	<ul style="list-style-type: none">✓ Adhoc, instant start meeting with no date and time✓ Easy to share attendee invitation✓ Host up to 500 attendees

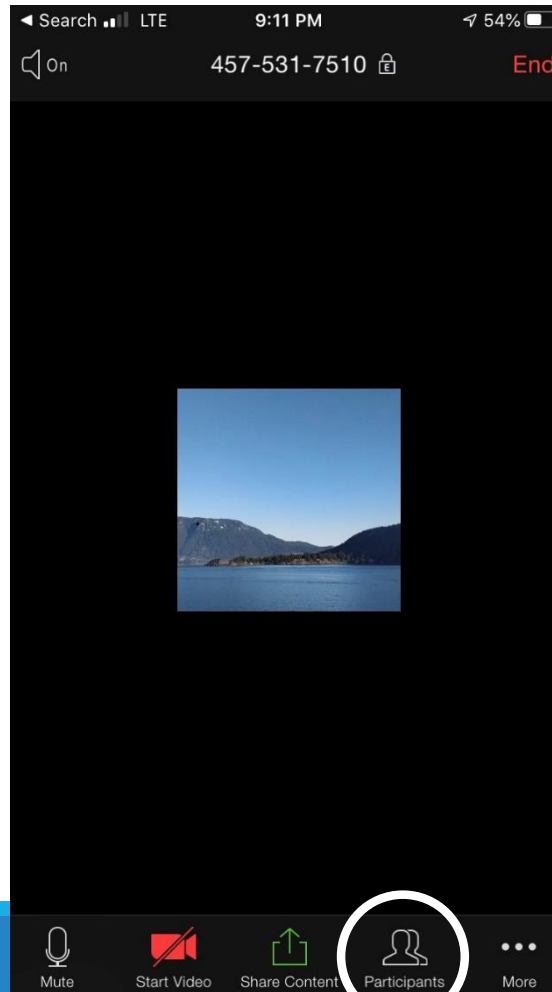
How to set up an instant meeting with Zoom Mobile App

- 1 Log in to Zoom Mobile App and on the homepage tap on **New Meeting**



New Meeting

- 2 Tap on **Start a Meeting**

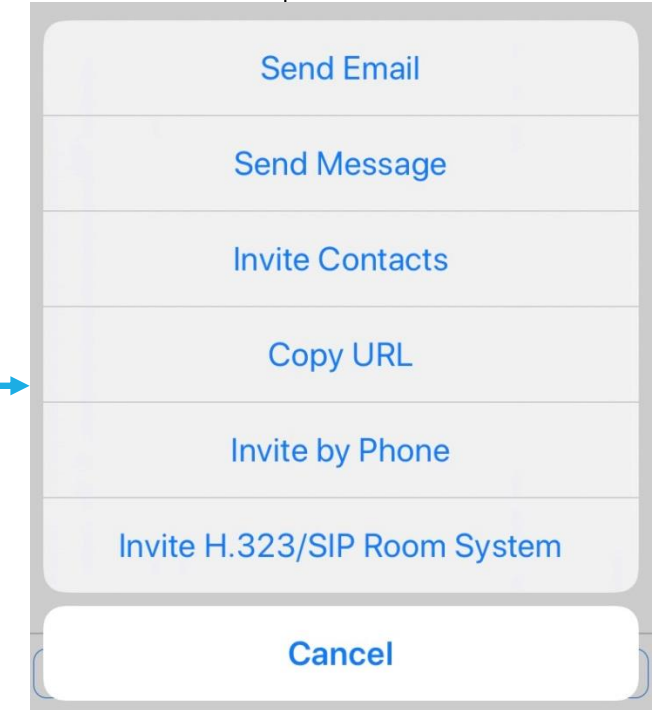


- 3 To invite participants, tap on the **Participants** icon at the bottom

- 4 Tap on **Invite** at the bottom.

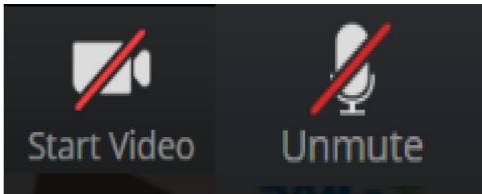


- 5 You can invite by email, Text message, Contacts, Copy and send URL, or Phone

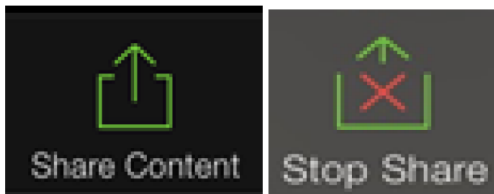


How to set up an instant meeting with Zoom Mobile App

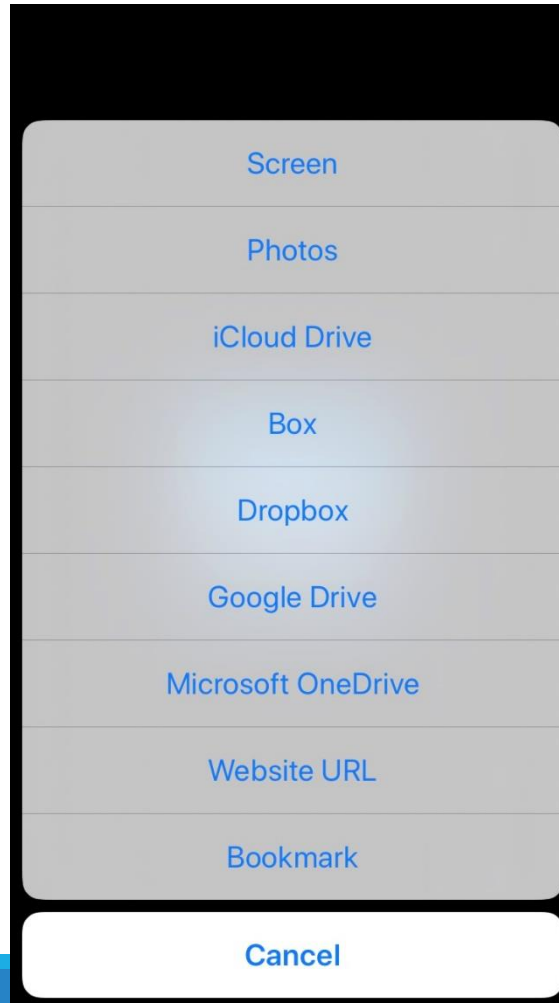
- 6 Start or stop your **video** or **mute** or **unmute** yourself by tapping on the icons at the bottom



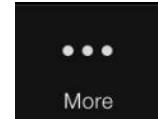
- 7 Tap on **Share Content** button to share content such as your screen.



- 8 Choose the content that you want to share.



- 9 To send a **chat** message, select the **More** icon at the bottom right and select chat from the menu options.



If chat option unavailable, select **Participants** and at the bottom tap on **Chat**.

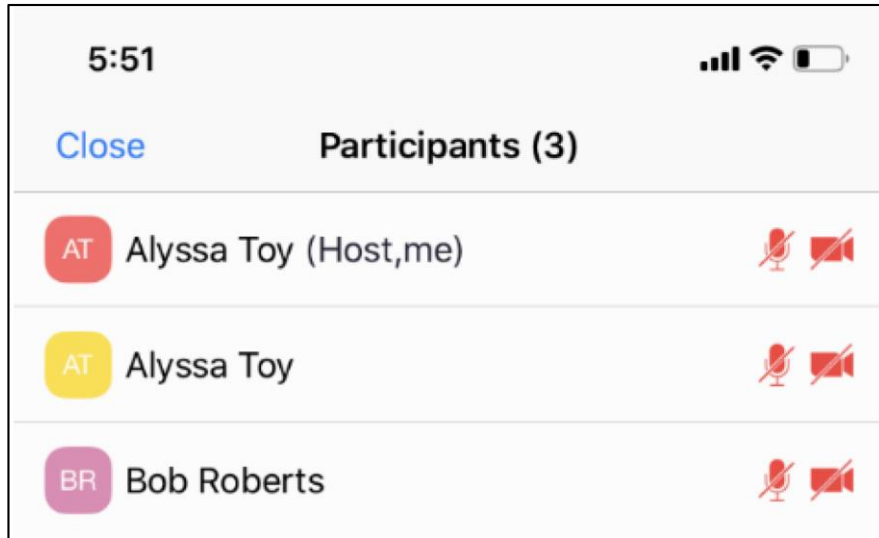


The chat will be sent to **all participants by default**. To chat with a specific participant, tap on their name in the list of participants.

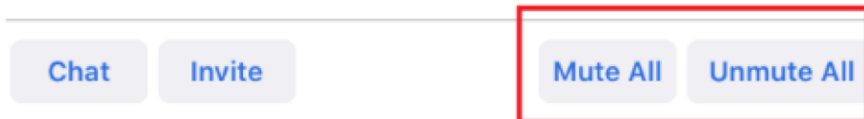
How to set up an instant meeting with Zoom Mobile App

10

To **mute** or **unmute** participants, tap on **Participants** and tap on their name to mute or unmute.



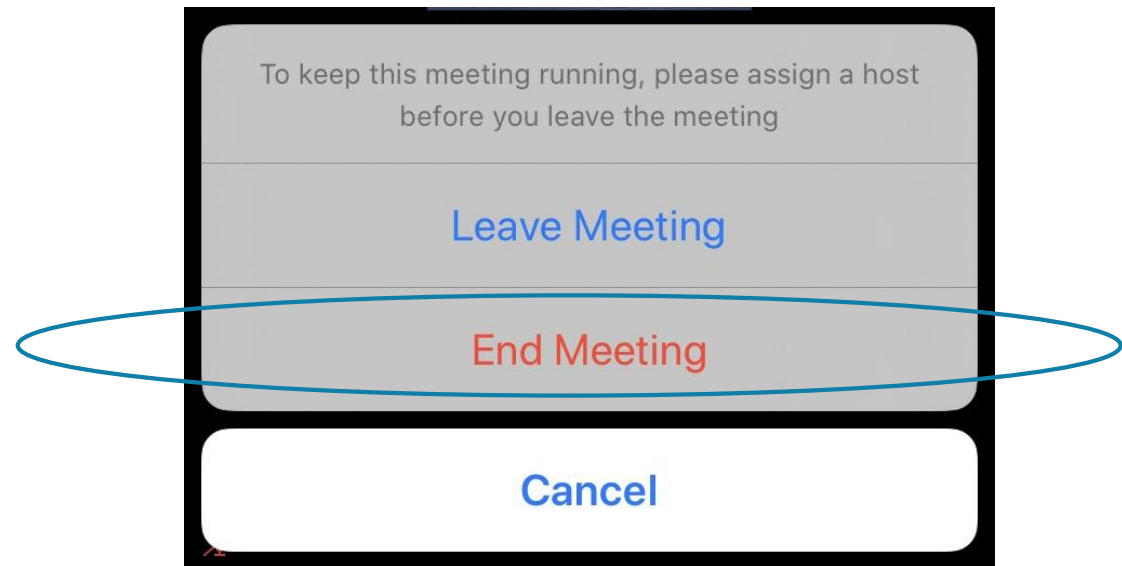
To **mute** or **unmute** all participants, tap on the icons below in the Participants list.



11

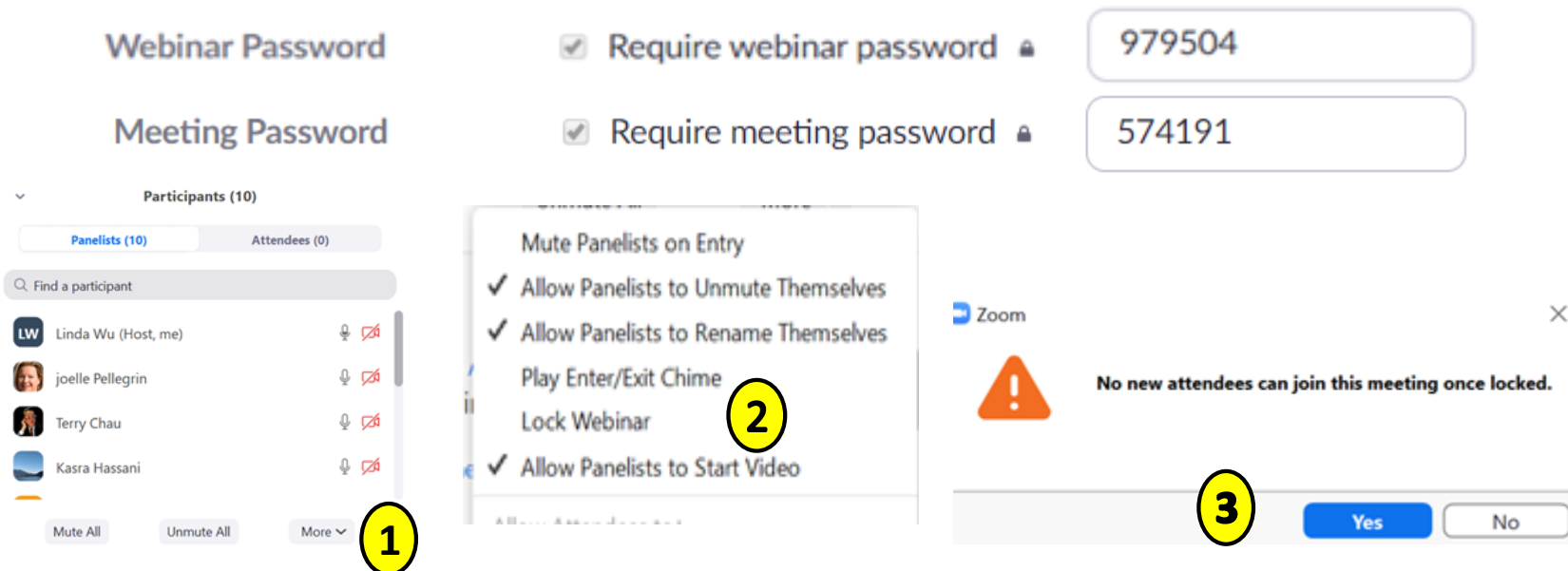
To end meeting, tap on **End** at top right corner, then select **End Meeting** on the menu.

Do NOT choose Leave Meeting. If you do, the meeting may continue after your exit. Make sure to select **End Meeting**.



Zoom Security

There have been a number of reports in the news of security breaches with the Zoom platform. To protect ourselves and your patients, please know that Zoom Healthcare licenses add extra layers of safety to Zoom. In addition, ensure the following in all clinical virtual health events:



All Webinars/Meetings have an automatically generated password. This functionality been configured in all PHSA accounts.

When in a Webinar/Meeting the host should lock the event when all patient/caregivers are present. **Participant List > More > Lock Webinar/Lock Meeting > Yes**

http://www.phsa.ca/health-professionals-site/Documents/Office%20of%20Virtual%20Health/VH_Zoom_Security_Best_Practices_Infographic_Iv.pdf

Operating System Requirements for Zoom

Supported operating systems

- macOS X with macOS 10.7 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7

Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Please refer to the Doctors of BC:

<https://www.doctorsofbc.ca/>

Ministry of Health and Doctors of BC are working in partnership to address any fee code constraints. Information will be updated as changes are made.

Contact for Additional Information

Who do I go to for help?

Technical Issues

- Search on Virtual Health Resource documents at [Child Health BC](#)
- Ask your Clinic Colleagues
- Office of [Virtual Health Training Documents](#)
- IMITS 604-675-4299
- Request a Skype for Business STANDARD [account](#)
- Request a PHSA Zoom Healthcare [License](#)

Virtual Health Training Registration

- Sign up on [PHSA Learning Hub](#)
- Child Health BC – Melissa Coop, CHBC Senior Leader Provincial Education ,
mcoop@cw.bc.ca

Operational Procedures and Accounts

- See your Clinic / Program Operational Leads

Survey

Course Survey Link:

<https://rc.bcchr.ca/redcap/surveys/?s=J7HLWMXKKT>

Please tell us to what extent you agree with the following statements.					
	Strongly disagree	Disagree	Neither Disagree or Agree	Agree	Strongly agree
The training was RELEVANT to my learning needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the KNOWLEDGE and SKILLS to be successful in supporting or conducting a virtual patient visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What can we do to improve the training?					
<hr/>					
Please tell us of any additional support you need to conduct virtual patient visits.					
<hr/>					

Any Questions for Us?



Acknowledgement



thank you

**From our team to yours thank
you for all of your hard work and dedication at
this difficult time. Stay safe, healthy and take care
of yourselves!**